

# Manual

By GFI Software Ltd



<http://www.gfi.com>  
Email: [info@gfi.com](mailto:info@gfi.com)

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GFI EndPointSecurity Report Pack—Last updated 25 September 2009  
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# 1 Introduction

## 1.1 About GFI ReportCenter

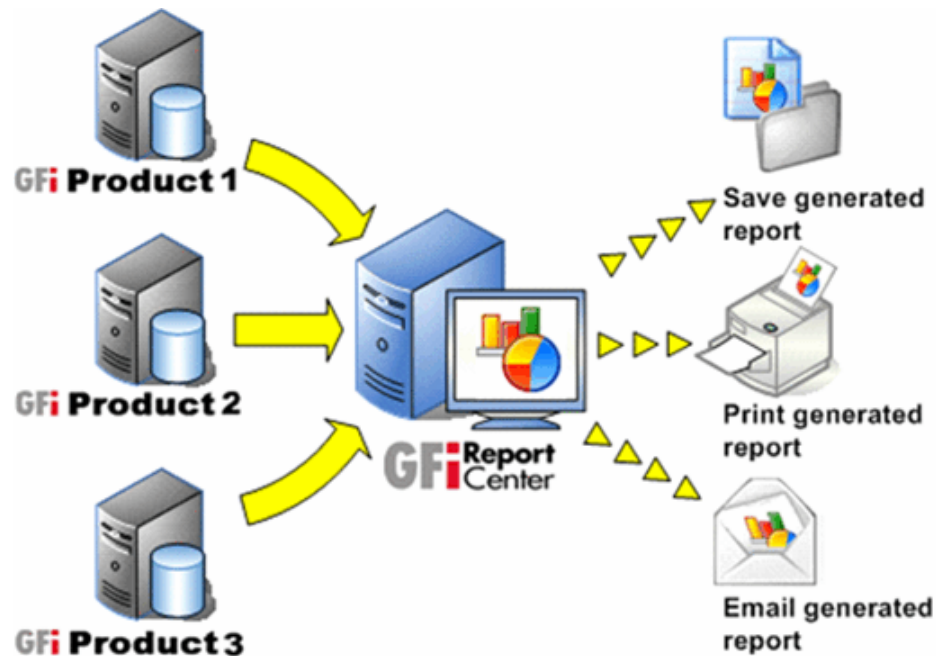


Figure 1 - Centralized reporting framework

GFI ReportCenter is a centralized reporting framework that allows you to generate various reports using data collected by different GFI products. GFI releases specialized reports for each of its products, referred to as a ReportPack; for example, the GFI EndPointSecurity ReportPack. A ReportPack can be downloaded as an add-on to the GFI product.



Figure 2 – Several ReportPacks plugged into the GFI ReportCenter framework

A ReportPack plugs into the GFI ReportCenter framework; allowing you to generate, analyze, export and print the information generated through these reports.

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## 1.2 About the GFI EndPointSecurity 4.0 ReportPack

The GFI EndPointSecurity ReportPack is a full-fledged reporting companion to GFI EndPointSecurity. It allows you to generate graphical IT-level, technical and management reports based on the portable device usage events recorded by GFI EndPointSecurity.

From trend reports for management (ROI) to daily drill-down reports for technical staff; the GFI EndPointSecurity ReportPack provides you with the easy-to-view information required, to fully understand the ever-changing portable device activity on your corporate network.

The GFI EndPointSecurity ReportPack allows for the creation of various graphical and text based reports including: Executive summaries, Statistical reports, Technical reports and Top reports.

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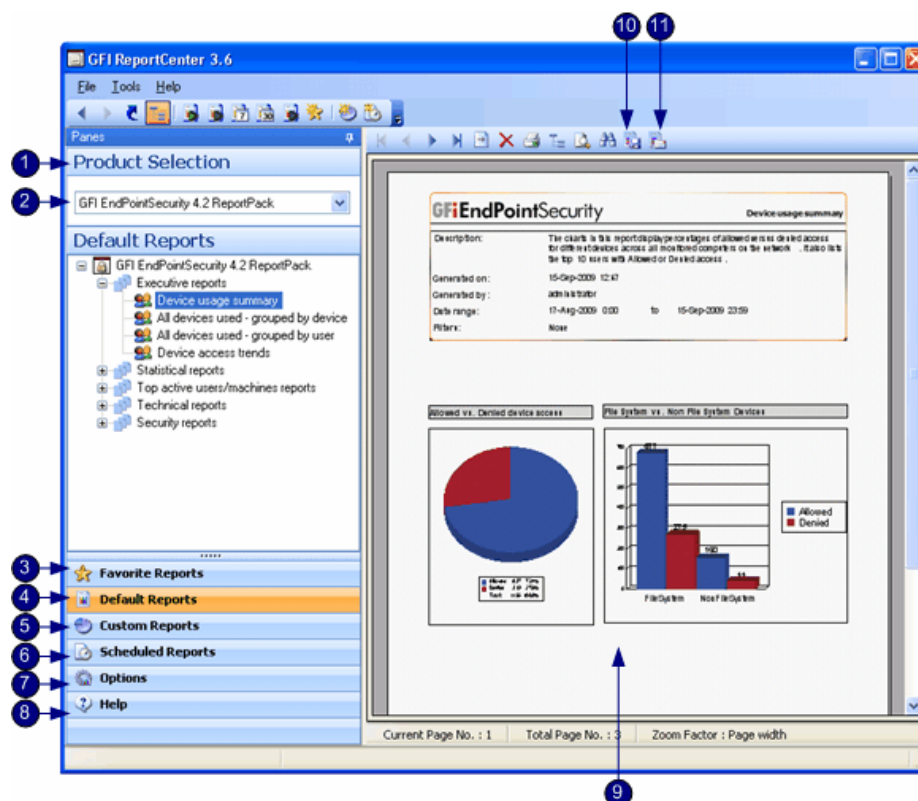
## 1.3 Components of the GFI EndPointSecurity 4.0 ReportPack

When you install the GFI EndPointSecurity 4.0 ReportPack, the following components are installed:

- GFI ReportCenter framework
- GFI EndPointSecurity 4.2 default reports
- Report scheduling service

## GFI ReportCenter framework

The GFI ReportCenter framework is the management console through which you can generate the specialized product reports which are shipped with a product ReportPack. The GFI ReportCenter framework offers a common application interface through which you can navigate, generate, customize and schedule reports.



Screenshot 1 – The GFI ReportCenter management console

The GFI ReportCenter management console is organized as follows:

|   |                                                                                                                                                                                                                                                                                                                    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Navigation Pane</b> – Use this pane to access the navigation buttons/configuration options provided with GFI ReportCenter.                                                                                                                                                                                      |
| 2 | <b>Product Selection drop-down list</b> – Use this drop-down list to select the GFI product for which to generate reports. The Product Selection drop-down list displays all the products for which you have installed a ReportPack.                                                                               |
| 3 | <b>Favorite Reports</b> – Use this navigation button to access your favorite/most used reports. For more information on how to add reports to this list refer to the 'Adding default reports to the list of favorite reports' and 'Adding custom reports to the list of favorite reports' sections in this manual. |
| 4 | <b>Default Reports</b> – Use this navigation button to access the default list of reports which can be generated for the selected product. For more information on default reports refer to the 'GFI EndPointSecurity default reports' section in this manual.                                                     |
| 5 | <b>Custom Reports</b> – Use this navigation button to access the list of customized reports which can be generated for the selected product. For more information on how to create custom reports refer to the 'Getting Started: Entertaining custom reports' section in this manual.                              |
| 6 | <b>Scheduled Reports</b> – Use this navigation button to access the list of scheduled reports for automatic generation and distribution. For more information on how to create scheduled reports refer to the 'Scheduling of reports' chapter in this manual.                                                      |
| 7 | <b>Options</b> – Use this navigation button to access the general configuration settings for the GFI product selected in the Product Selection drop down list.                                                                                                                                                     |

|           |                                                                                                                                                                                                |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>8</b>  | <b>Help</b> – Use this navigation button to show this Quick Reference Guide in the Report Pane of the GFI ReportCenter management console.                                                     |
| <b>9</b>  | <b>Report Pane</b> - Use this multi-functional pane to:<br>View and analyze generated reports.<br>Maintain the scheduled reports list.<br>Explore samples and descriptions of default reports. |
| <b>10</b> | <b>Export</b> – Use this button to export generated reports to various formats including HTML, Adobe Acrobat (PDF), Excel (XLS), Word (DOC), and Rich Text Format (RTF).                       |
| <b>11</b> | <b>Send email</b> – Use this button to instantly distribute the last generated report via email.                                                                                               |

## GFI EndPointSecurity 4.2 default reports

The GFI EndPointSecurity 4.2 default reports are a collection of specialized pre-configured reports which plug into the GFI ReportCenter framework. These reports present the portable device usage activity recorded by GFI EndPointSecurity and allow for the generation of both graphical and tabular IT-Level, technical and management reports. Default reports can also serve as the base template for the creation of customized reports which fit specific network-reporting requirements.

## Report scheduling service

The report scheduling service controls the scheduling and automatic distribution of reports by email. Reports generated by this service can also be saved to a specific hard disk location in a variety of formats which include DOC, PDF, RTF and HTML.

---

## 1.4 Key features

### Centralized reporting

GFI ReportCenter is a one-stop, centralized reporting framework which enables the generation and customization of graphical and tabular reports for a wide array of GFI Products.

### Wizard assisted configuration

Wizards are provided to assist you in the configuration, scheduling and customization of reports.

### Report scheduling

With GFI ReportCenter you can schedule reports to be generated on a pre-defined schedule as well as at specified intervals. For example, you can schedule lengthy reports to be generated after office hours. This allows you to maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow.

## **Distribution of reports via email**

GFI ReportCenter allows you to automatically distribute generated reports via email. In scheduled reports, this can be achieved automatically after the successful generation of a scheduled report.

## **Report export to various formats**

By default, GFI ReportCenter allows you to export reports to various formats. Supported formats include HTML, PDF, XLS, DOC and RTF. When scheduling reports, you can optionally configure the preferred report output format. Different scheduled reports can also be configured to output generated reports to different file formats.

## **Default reports**

The GFI EndPointSecurity ReportPack ships with a default set of graphical and tabular reports. These reports can be generated without any further configuration effort immediately after the installation. The default reports in this ReportPack are organized into four different report-type categories: Executive, Statistical and Technical. For a detailed description of every report refer to 'Appendix 1' in this manual.

## **Report customization**

The default reports that ship with every ReportPack can serve as the base template for the creation of customized reports. Report customization is achieved by building up custom data filters which will analyze the data source and filter the information that matches specific criteria. In this way, you create reports tailored to your reporting requirements.

## **Favorites**

GFI ReportCenter allows you to create bookmarks to your most frequently used reports – both default and custom.

## **Printing**

By default, all reports generated by GFI ReportCenter are printer friendly and can be printed through the windows printing services provided by the system where GFI ReportCenter is installed.



# 2 Installation

---

## 2.1 System requirements

Install the GFI EndPointSecurity ReportPack on a computer that meets the following requirements:

- Microsoft Windows 2000 (SP4)
- Microsoft Windows XP Professional
- Microsoft Windows Vista (Enterprise, Business or Ultimate edition)
- Microsoft Windows 7
- Microsoft Windows 2003 Server
- Microsoft Small Business Server 2003
- Microsoft Windows 2008 Server (Standard or Enterprise Editions)
- Microsoft Small Business Server 2008
- Windows 2000 (SP4) / XP (SP2) / 2003 operating system.
- Internet Explorer 5.1 or higher.
- .NET Framework version 1.1 or higher.

**NOTE:** The GFI EndPointSecurity ReportPack only allows you to generate reports for data contained in the SQL Server database backend of GFI EndPointSecurity.

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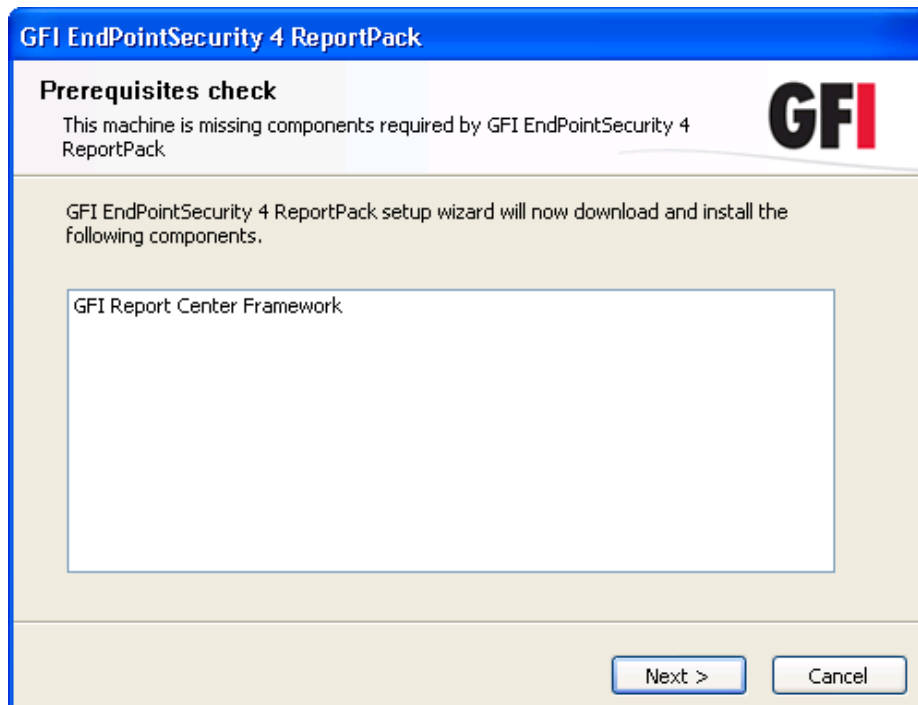
## 2.2 Installation procedure

The GFI EndPointSecurity ReportPack includes an installation wizard which will assist you through the installation process. During the installation process this wizard will:

- Verify that you are running the latest version of the GFI ReportCenter framework; if you are installing the framework for the first time or the currently installed framework version is outdated, the installation wizard will automatically download the latest one for you.
- Automatically install all the required components distributed including the GFI ReportCenter framework, the GFI EndPointSecurity default reports and the Report Scheduling service.

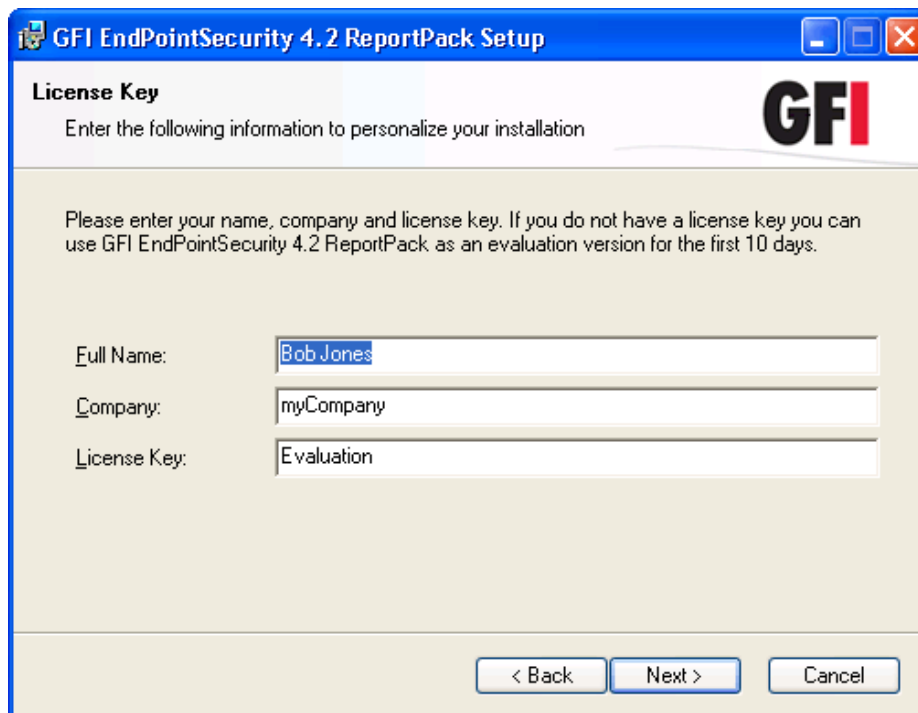
To start the installation:

1. Double-click on **EndPointSecurity4rp.exe**.



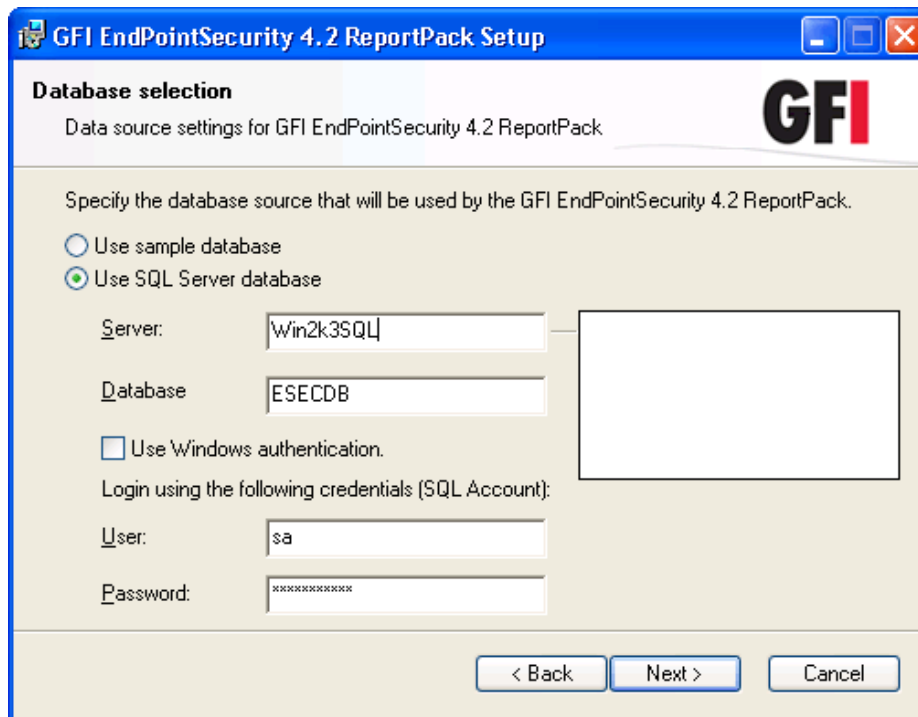
Screenshot 2 - GFI ReportCenter framework detection dialog

2. GFI EndPointSecurity detects and lists missing prerequisites, if any. Click **Next** to download and install the prerequisites.
3. When all prerequisites are installed, click **Next** in the welcome screen wizard.
4. In the license dialog, read the licensing agreement carefully. Select **I accept the Licensing agreement** option and click **Next** to continue.



Screenshot 3 - Licensing details dialog

5. Specify the full user name, the company name and the license key of GFI EndPointSecurity. If you will be evaluating the product for 10 days, leave the evaluation key as default (i.e. "Evaluation"). Click on **Next** to continue.



Screenshot 4 – SQL Server selection dialog

6. Specify the details of the SQL Server which is hosting your GFI EndPointSecurity database backend, and the database name.

**NOTE:** For evaluation purposes you can also use the test database that is distributed with this installation (available only as a Beta version).

7. Specify the product installation path or click **Install** to leave as default. The installation will need approximately 100 MB of free disk space.

8. The installation wizard is now ready to copy the required files and finalize the installation. To proceed click **Finish**.

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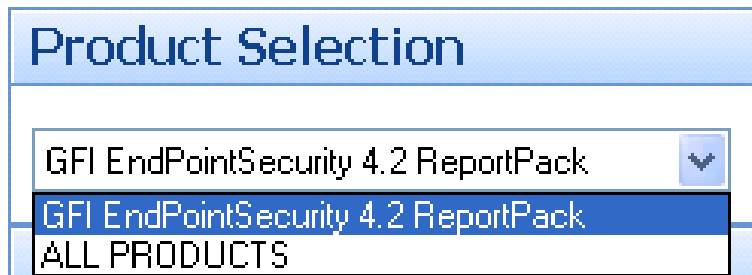
## 2.3 Launching the GFI EndPointSecurity reports for GFI ReportCenter

Following the installation, launch the GFI EndPointSecurity Reports for GFI ReportCenter from **Start ► Programs ► GFI ReportCenter ► EndPointSecurity 4.2 ReportPack**.

---

## 2.4 Selecting a product

When more than one product ReportPack is installed, use the **Product Selection** drop down list to select the GFI product ReportPack to be used.



*Screenshot 5 – Product Selection drop down list*

For example, to run the reports provided in the GFI EndPointSecurity ReportPack:

1. Launch GFI ReportCenter from **Start ► Program Files ► GFI ReportCenter**.
2. Select 'GFI EndPointSecurity 4.2 ReportPack' from the **Product Selection** drop down list.

**NOTE:** Select the 'ALL PRODUCTS' option to display and navigate all the ReportPacks that are currently installed in GFI ReportCenter.

# 3 Getting started: Default reports

---

## 3.1 Introduction

After installing the GFI EndPointSecurity ReportPack, a number of specialized pre-configured reports can immediately be generated on the data stored in the database backend of GFI EndPointSecurity. These default reports are organized into the following categories:

- **Executive Reports:** Use the reports in this category to generate a high-level activity summary of all devices being controlled across the network. The information presented in these executive reports is mostly graphical and includes:
  - The percentage amount of allowed versus denied device access requests.
  - Device usage activity by user, machine and device class.
  - Trend reports such as device access attempts per day.
  - The top 10 device users who have been mostly allowed and denied access to controlled devices.
- **Statistical Reports:** Use the reports in this category to generate a statistical overview of the device usage activity on a user and/or device basis.
- **Top active users/machines reports:** Use the reports in this category to pinpoint top authorized/unauthorized device users as well as to enumerate the devices which were most frequently accessed across a network.
- **Technical Reports:** Use the reports in this category to generate detailed technical information related to controlled devices. This includes the number of times that each device was connected to computers protected by GFI EndPointSecurity. Technical reports allow you to generate report grouped by; users accessing each device, computers to which the devices were connected and the device class to which every connected device belongs.
- **Security reports:** Use the reports in this category to generate a list of;
  - users that connected devices during weekends or outside working hours
  - users that tried to access devices on multiple machines.
  - machines used to access devices by multiple users.

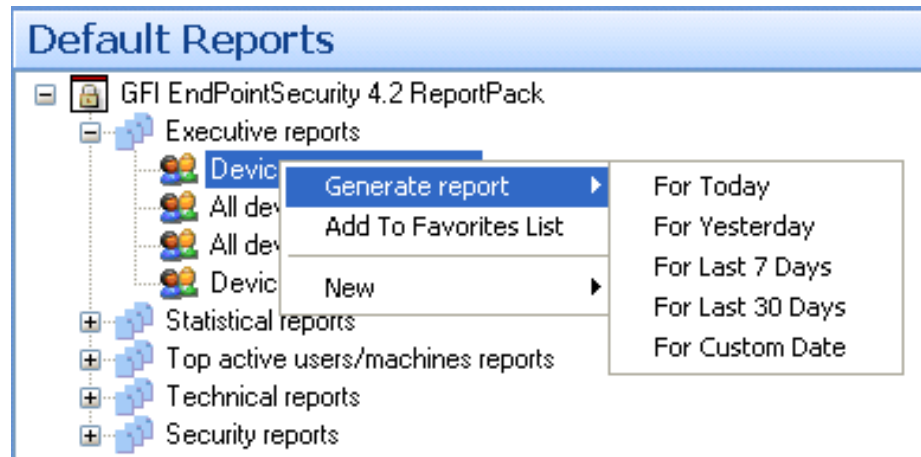
GFI EndPointSecurity default reports are accessed by clicking on the **Default Reports** navigation button provided in the management console.

**NOTE:** Click a report node to view a description and a sample output of what the selected report will contain.

## 3.2 Generating a default report

To generate a default report:

1. Click on the **Default Reports** navigation button to launch the list of default reports available.



Screenshot 6 – Selecting the data set period

2. Right-click on the report that you wish to generate, select **Generate report** and specify which device activity data will be represented in the report.

**NOTE:** Default reports can be based on the device activity data collected today, yesterday, during the last 7 days or over the last 30 days. Further to this, you can also base your reports on data collected during a particular day, month or date/time period.

### Example 1: Generating a “Device usage summary” report based on yesterday’s data.

This example demonstrates how to generate a “Device usage summary” report based on the data collected by GFI EndPointSecurity during the previous day.

1. Click on the **Default Reports** navigation button to bring up the list of available reports.
2. Right-click on **Device usage summary** and select **Generate report** ► **For Yesterday**.

### Example 2: Generating a “Device usage summary” report based on that data collected on a particular day.

This example demonstrates how to generate a **Device usage summary** report based on the data collected by GFI EndPointSecurity on September 15, 2009.

1. Click on the **Default Reports** navigation button to launch the list of available reports.
2. Right-click on **Device usage summary** and select **Generate report** ► **For Custom Date**.

**Specify custom date**

**Date Time**  
Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☐ Relative  
Today

☒ Day  
Tuesday, September 15, 2009

☐ Month  
September, 2009

☐ Day and Time  
6:19 PM

Year: 2009

Today: 9/16/2009

< Back Finish Cancel

Screenshot 7 - Configuring custom date/time period

3. Select **Day** option and expand the provided drop down. This will launch the date selection calendar.
4. Navigate to the required month (i.e. September) and select the required day (i.e. 15).
5. Click **Finish** to generate the report.

### Example 3: Generating a “Device usage summary” report based on data collected over a specific date/time period.

This example demonstrates how to generate a **Device usage summary** report based on the data collected by GFI EndPointSecurity between August 18, 2009 and September 1, 2009.

1. Click on the **Default Reports** navigation button to launch the list of available reports.
2. Right-click on **Device usage summary** and select **Generate report**  
► **For Custom Date.**

**Specify custom date**

**Date Time**  
Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☐ Relative  
Today

☐ Day  
Wednesday, September 16, 2009

☐ Month  
September Year: 2009

☒ Date range  
From: 8/18/2009 12:00:00 AM  
To: 9/1/2009 12:00:00 PM

< Back Finish Cancel

Screenshot 8 - Configuring custom date/time period

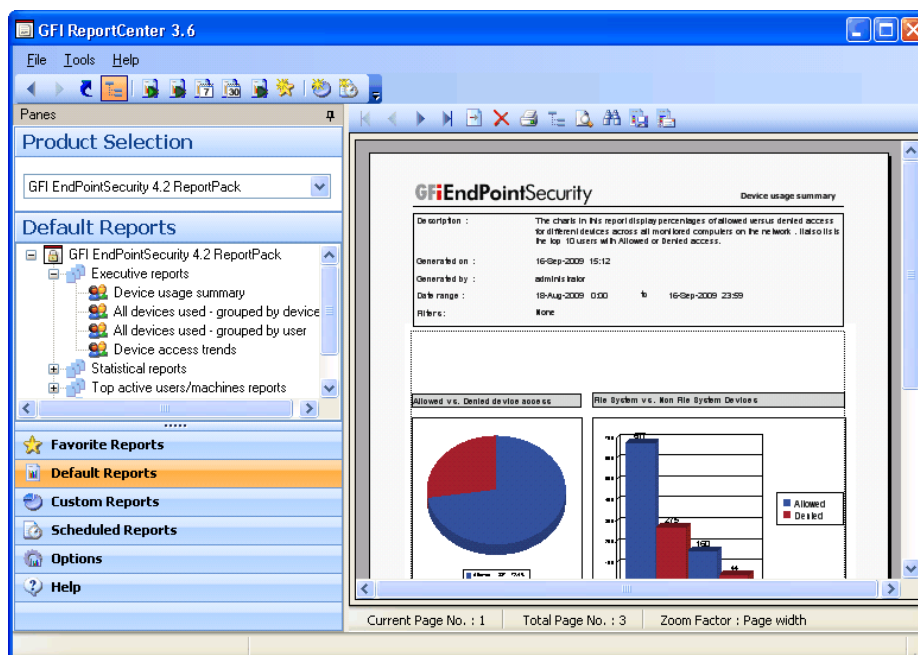
3. Select **Date range** option and specify the required parameters:

- **From** – 08/18/2009 12:00:00 AM
- **To** – 09/01/2009 12:00:00 PM

**NOTE:** Date and time format are based on the regional settings configured on your computer.

4. Click **Finish** to generate the report.

### 3.3 Analyzing the generated report



Screenshot 9 – Generated reports are displayed in the right pane of the management console

Generated reports are shown in the right pane of the GFI ReportCenter. Use the toolbar at the top of the report pane to access common report related functions:

### Report browsing options

-  Browse the generated report page by page.
-  Zoom in/Zoom out.
-  Search the report for particular text or characters.
-  Go directly to a specific page.
-  Breakdown the report into a group tree (e.g. by date/time).
-  Print report.

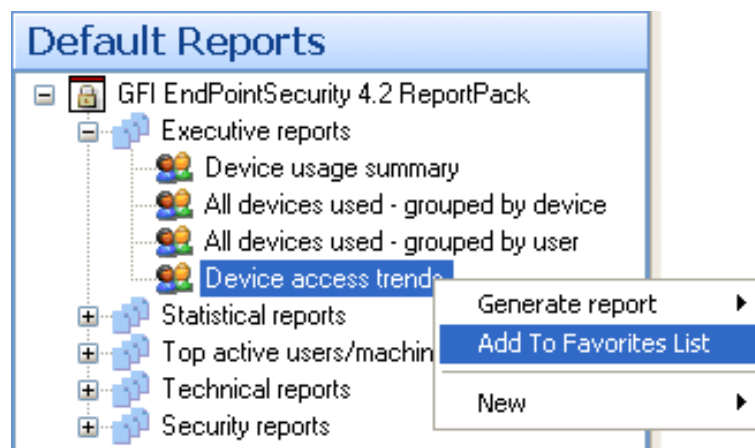
### Report storage and distribution options

-  Export the generated report to a specific file format.
-  Distribute the generated report via email.

**NOTE:** For information on how to configure report storage and distribution options refer to the 'Configuring Advanced Settings' section in this manual.

---

## 3.4 Adding default reports to the list of favorite reports



Screenshot 10 – Favorite Reports navigation button

You can group and access frequently used reports through the **Favorite Reports** navigation button. To add a default report to the list of favorite reports:

1. Click on the **Default Reports** navigation button to launch the list of available reports.
2. Right-click on the default report that you wish to add to favorites and select **Add to favorites list**.



# 4 Custom reports

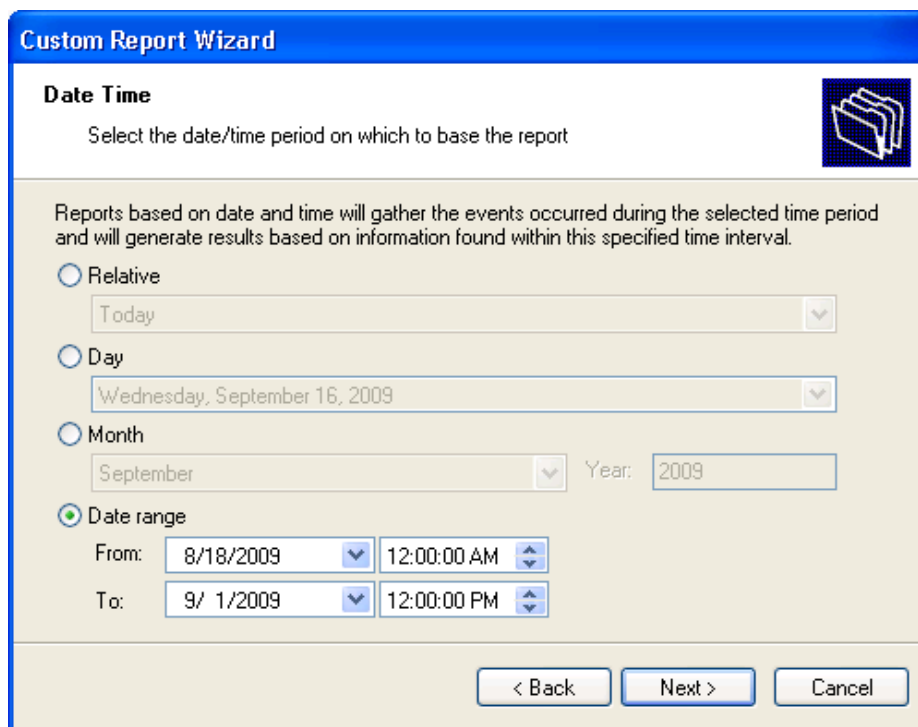
## 4.1 Introduction

GFI ReportCenter allows you to create custom reports which are tailored to your reporting requirements. This is achieved by building up custom data filters which will analyze the data source and filter out the information that matches the specified criteria.

## 4.2 Creating a new custom report

To create a custom report:

1. Click on the **Default Reports** navigation button.
2. Right-click on the default report that will be used as a custom report template and select **New ► Custom Report**. This will launch the **Custom Report Wizard**. Click **Next**.



**Custom Report Wizard**

**Date Time**

Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☐ Relative  
Today

☐ Day  
Wednesday, September 16, 2009

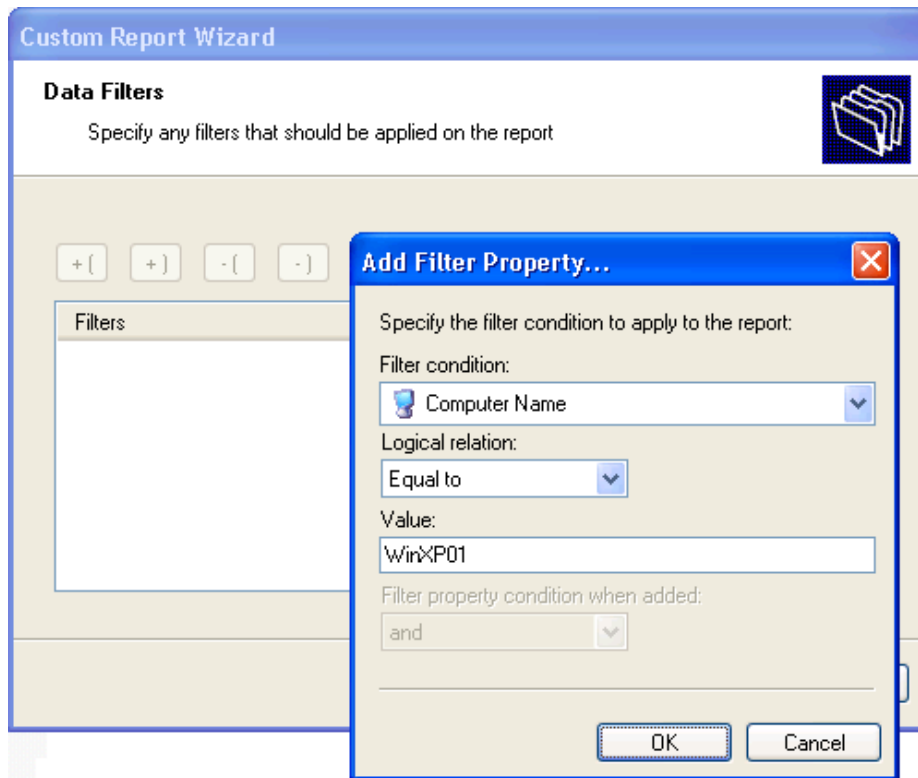
☐ Month  
September Year: 2009

☒ Date range  
From: 8/18/2009 12:00:00 AM  
To: 9/ 1/2009 12:00:00 PM

< Back Next > Cancel

Screenshot 11 – Selecting the data source to use

3. Select the data source that will be used to generate the custom report.



Screenshot 12 – Specifying data filter conditions

4. Configure the data filter conditions that will be applied against the selected data source. Click on **Next** to continue.

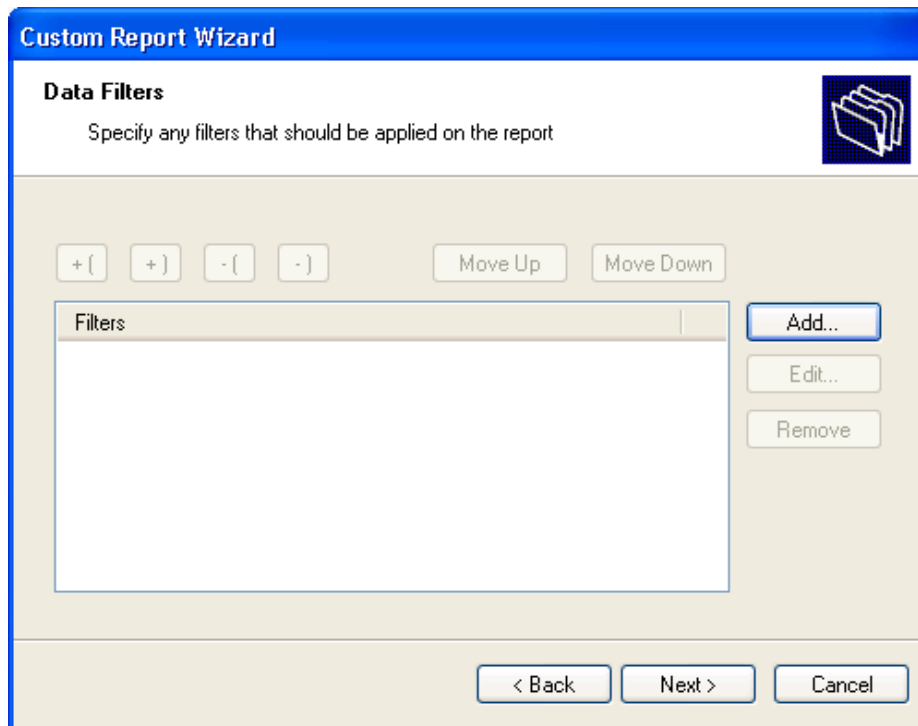
**NOTE:** For more information on how to configure filter conditions, refer to the section 'Configuring data filter conditions' in this manual.

5. Specify a name and description for the customized report. Click on **Next** to continue.

6. Click on **Finish** to finalize your configuration settings.

## 4.3 Configuring data filter conditions

Use data filter conditions to specify which device usage activity will be included in the report. Only the device usage activity which matches the specified criteria will be processed and presented within the report.

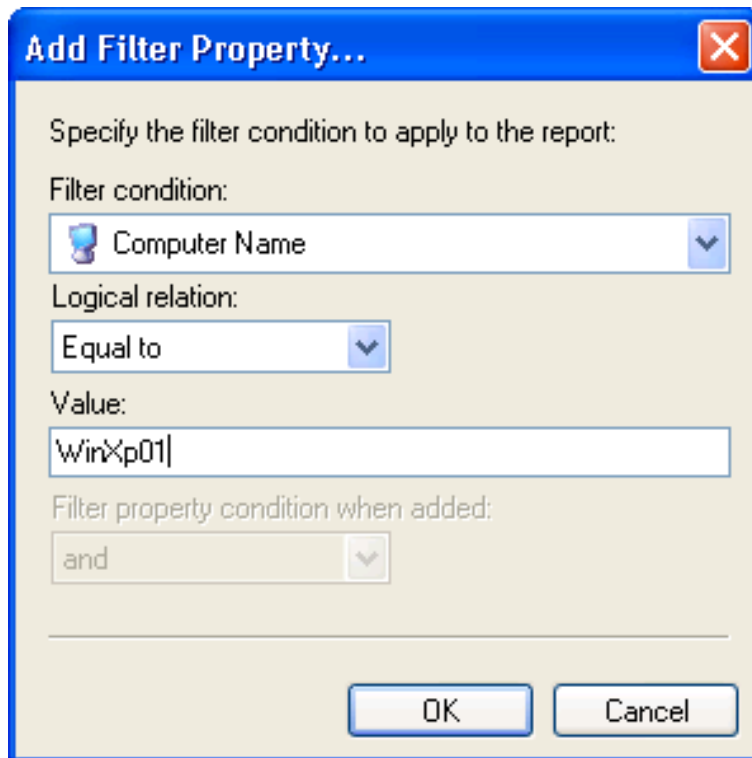


Screenshot 13 - Custom Report Wizard: Filters dialog

Click **Add...** to launch the 'Edit filter properties' dialog. Configurable options in this dialog include:

- **Filter condition** – This is the data source area on which the filter will focus (for example, select 'Computer Name' to filter the device activity data that is related to a particular computer).
- **Logical relation** – The condition comparison parameter.
- **Value** – The string to which source data will be compared.

For example to generate a report which contains only information related to a workstation called "WinXp01", configure your filter parameters as shown below:



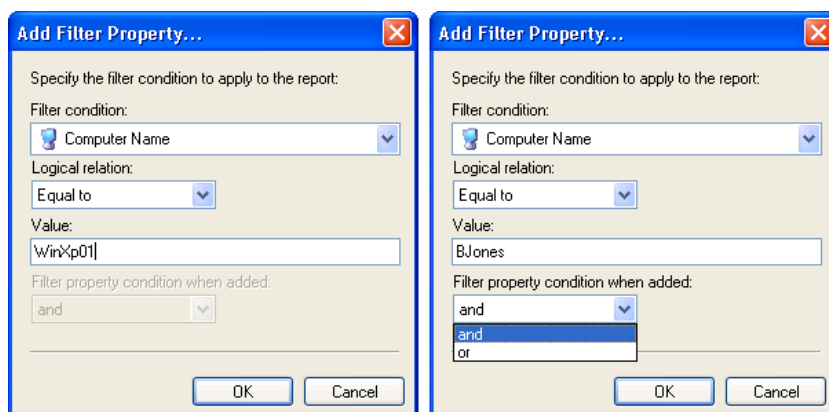
Screenshot 14 - Filter conditions configuration dialog

For more specific reports, you can limit the range of information to be displayed by tightening your search criteria. This is achieved by configuring and applying multiple data filters against the selected data source. When more than one filter is used, you will also have to specify how these filters will be logically linked. This is achieved by selecting a logical grouping condition from 'Filter property condition...' drop down list provided at the bottom of the dialog.

- Select **And** to include ALL the scan data information that satisfies ALL of the conditions specified in the filters.
- Select **Or** to include ALL the scan data information that matches at least one of the specified filter conditions.

### Example: Using multiple filters

Consider the situation where a custom report has 2 filters configured as follows:



Screenshot 15 - Using multiple filters

| Parameters       | Filter 1      | Filter 2  |
|------------------|---------------|-----------|
|                  |               |           |
| Filter condition | Computer Name | User Name |
| Logical relation | Is equal to   | Includes  |
| Value            | 'WinXp01      | 'BJones'  |

The data which will be included in this custom report will vary according to how these filters will be applied against your data. This is defined through the 'Filter property condition...' drop-down.

| Filters applied |     |          | Data output                                                                                                                                                                                                                                                                                                                                       |
|-----------------|-----|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |     |          |                                                                                                                                                                                                                                                                                                                                                   |
| Filter 1        | and | Filter 2 | The report will show: <ul style="list-style-type: none"> <li>All the device usage activity made by users called 'JBjones' on the computer called 'WinXP01'.</li> </ul>                                                                                                                                                                            |
| Filter 1        | or  | Filter 2 | The report will show: <ul style="list-style-type: none"> <li>All the device usage activity made by users called 'Bjones' – (no matter on which computer the connections were made)</li> </ul> AND <ul style="list-style-type: none"> <li>All device connections made to the computer called 'WinXp01' – (no matter who the users are).</li> </ul> |

### Example: Creating a custom report based on data collected during a particular month

This example demonstrates how to generate a device usage summary report called 'Device Usage on September 2009'. This report will be based on the device usage activity:

- Collected from the computer called 'WinXp01'
- Made by a particular user called 'Bob Jones'
- Recorded during the month of 'September 2009'.

To create this report:

- Click on the **Default Reports** navigation button.
- Right-click on the report that you wish to customize and select **New ► Custom Report**. This will launch the 'Custom Reports Wizard'.
- As soon as the welcome dialog is displayed, click **Next**.

**Custom Report Wizard**

**Date Time**

Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☐ Relative  
Today

☐ Day  
Wednesday, September 16, 2009

☒ Month  
September Year: 2009

☐ Date range  
From: 8/18/2009 12:00:00 AM  
To: 9/ 1/2009 12:00:00 PM

< Back Next > Cancel

Screenshot 16 – Selecting the data source to use

4. Select **Month** option and specify the following parameters:

- **Month** : September.
- **Year** : 2009.

5. Click on **Next** to proceed to the data filters dialog.

**Custom Report Wizard**

**Data Filters**

Specify any filters that should be applied on the report

+ { + } - { - } Move Up Move Down

Filters  
Computer Name Equal to WinXp01 and User Name Equal to Bob Jones

Add... Edit...

**Add Filter Property...**

Specify the filter condition to apply to the report:

Filter condition: Computer Name

Logical relation: Equal to

Value: WinXp01

Filter property condition when added: and

OK Cancel

**Add Filter Property...**

Specify the filter condition to apply to the report:

Filter condition: User Name

Logical relation: Equal to

Value: Bob Jones

Filter property condition when added: and

OK Cancel

Screenshot 17 - Filter conditions dialog(s)

5. Click on the **Add...** button and configure the parameters of filter 1 as follows:

- **Filter condition** : Computer Name
- **Condition** : Equal to
- **Value** : WinXp01

7. Click **OK** to finalize your filter configuration settings.

8. Click again on the **Add...** button and configure the parameters of filter 2 as follows:

- **Filter condition** : User Name
- **Condition** : Equal to
- **Value** : Bob Jones
- **Filter Property condition...** : and

9. Click **OK** to finalize your filter configuration settings.

10. Click **Next** and specify the following parameters:

- **Report Name** : Device usage on September 2009
- **Report Title** : Device usage by Bob Jones on computer WinXp01
- **Report Description**: This report shows the device connections made by user Bob Jones on computer WinXp01 during September 2009.

11. Click **Next** to proceed to the final dialog.

12. Click **Finish** to finalize your custom report configuration settings.

---

## 4.4 Run a custom report

To run a custom report:

1. Click on the **Custom Reports** navigation button.
2. Right-click on the custom report that you wish to generate and select **Generate**.

---

## 4.5 Editing a custom report

To edit the configuration settings of a custom report:

1. Click on the **Custom Reports** navigation button.



Screenshot 18 - Custom Report Wizard: Welcome dialog

2. Right-click on the custom report that you wish to modify and select **Edit**. This will launch the **Custom Reports Wizard** through which you can make the required changes.

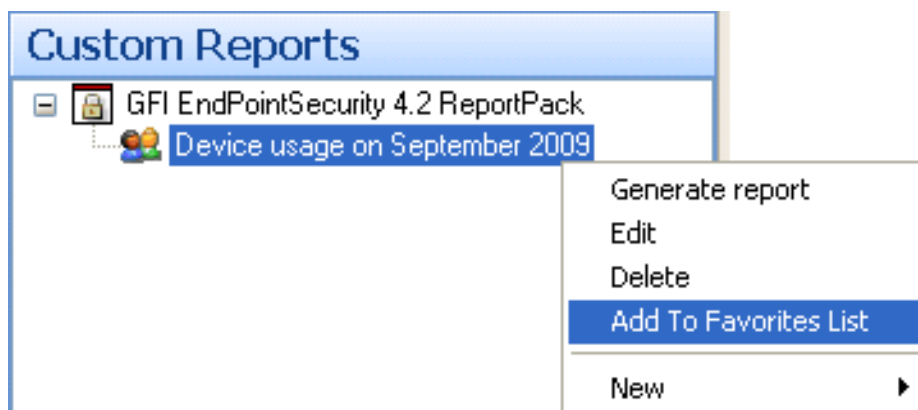
**NOTE:** For more information on how to configure the parameters of a custom report refer to the **Creating a custom report** section in this chapter.

## 4.6 Deleting a custom report

To delete a custom report:

1. Click on the **Custom Reports** navigation button.
2. Right-click on the custom report that you wish to permanently remove from the list and select **Delete**.
3. Click **Yes** to confirm.

## 4.7 Adding custom reports to the list of favorite reports



Screenshot 19 - Favorite reports navigation button

You can group and access frequently used reports through the **Favorite Reports** navigation button. To add a custom report to the list of favorite reports:

1. Click on the **Custom Reports** navigation button to launch the list of available reports.
2. Right-click on the custom report that you wish to add to favorites and select **Add to Favorites List**.



# 5 Scheduling reports

---

## 5.1 Introduction

GFI ReportCenter allows you to generate reports on a pre-defined schedule as well as at specified intervals. In this way you can automate the generation of reports which need to be created and delivered on a regular basis.

Further to this, GFI ReportCenter can also be configured to automatically distribute scheduled reports via email. For every scheduled report, you can configure custom emailing parameters including the list of report recipients and the file format (e.g. pdf) in which the report will be attached to the email.

Use the report scheduling feature to automate your report generation requirements. For example, you can schedule lengthy reports after office working hours and automatically email them to the intended recipients. In this way, you maximize the availability of your system resources during working hours and avoid any possible disruptions to workflow.

Both default and custom reports can be scheduled for automatic generation.

---

## 5.2 Scheduling a report

To schedule a report

1. Click on the **Default** or **Custom Reports** option pane.
2. Right-click on the report to be scheduled and select **New ► Scheduled report**. This will launch the 'Scheduled Report Wizard'. Click on **Next** to continue.

**Schedule Report Wizard**

**Date Time**

Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☒ Relative

Today

☐ Today

☐ Yesterday

☐ Last 7 days

☐ Last 30 days

☐ Month

September Year: 2009

☐ Date range

From: 8/18/2009 12:00:00 AM

To: 9/ 1/2009 12:00:00 PM

< Back Next > Cancel

Screenshot 20 – Report Scheduling Wizard: Data-set selection dialog

3. Select the device usage period to be covered by this report.

**Schedule Report Wizard**

**Time Schedule**

Specify the time schedule to be used to automatically generate the report

Scheduled reports can be generated either once using a specific date and time or else re-generated using a time frame, starting from a specific time.

☐ Generate this report (once) on the following day/time:

Date/Time: 9/16/2009 4:33:57 PM

☒ Generate this report every:

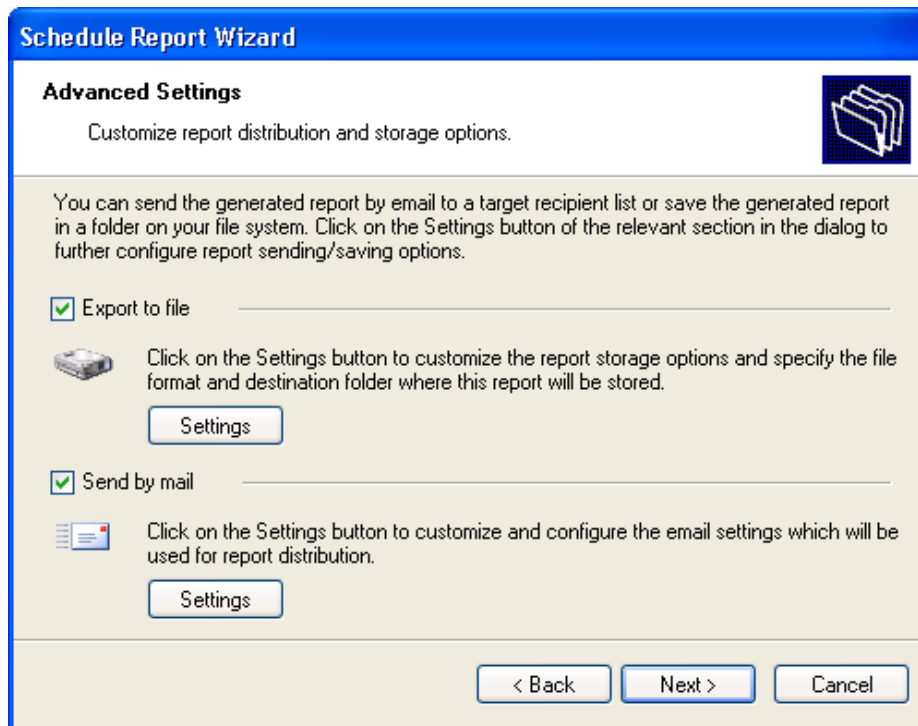
Interval: 1 Days

Start date/time: 9/16/2009 12:00:00 AM

< Back Next > Cancel

Screenshot 21 – Report Scheduling Wizard: Time schedule dialogue

4. Specify the report scheduling parameters (date/time/frequency). Click on **Next** to continue.



Screenshot 22 – Report Scheduling Wizard: Advanced Settings dialog

5. To export the generated report to file, select **Export to file** option. To customize the report export configuration settings click on the **Settings** button underneath this option.

**NOTE:** For information on how to configure export-to-file settings refer to Configuring report export to file options section in this chapter.

6. To automatically distribute generated reports via email, select the **Send by mail** option. To customize the email settings used for report distribution click on the **Settings** button underneath this option.

**NOTE:** For information on how to configure email settings refer to the Configuring report emailing options in this chapter.

7. Specify a name and description for this scheduled report. Click on **Next** to continue.

8. Click on **Finish** to finalize your settings.

## 5.3 Configuring advanced settings

GFI EndPointSecurity ReportPack allows you to export scheduled reports to a specific file format as well as to automatically distribute these reports via email. This is achieved using either a set of parameters (e.g. recipient's email addresses) which are specified on the fly during scheduled report configuration or using the default set of report export and distribution parameters configured during the ReportPack installation.

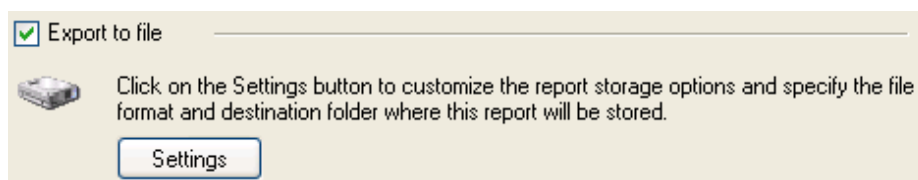
**NOTE:** The Report Scheduling Wizard is by default configured to use the default set of report export and distribution parameters.

### Report export formats

Scheduled reports can be exported in a variety of formats. Supported file formats include:

|   | Format                  | Description                                                                                                                                                                                                       |
|---|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Adobe Acrobat (.PDF)    | Use this format to allow distribution of a report on different systems such as Macintosh and Linux while preserving the layout.                                                                                   |
| 2 | MS Excel (.XLS)         | Use this format if you want to further process the report and perform more advance calculations using another (external) program such as Microsoft Excel.                                                         |
| 3 | MS Word (.DOC)          | Use this format if you want to access this report using Microsoft Word.                                                                                                                                           |
| 4 | Rich text format (.RTF) | Use this format to save the report in a format that is small in size and which allows accessibility through different word processors in different operating systems.                                             |
| 5 | HTML (.HTM)             | Use this format to save the report in a platform independent format which can be viewed through a web browser. For example, you can include reports exported in html format directly on your website or intranet. |

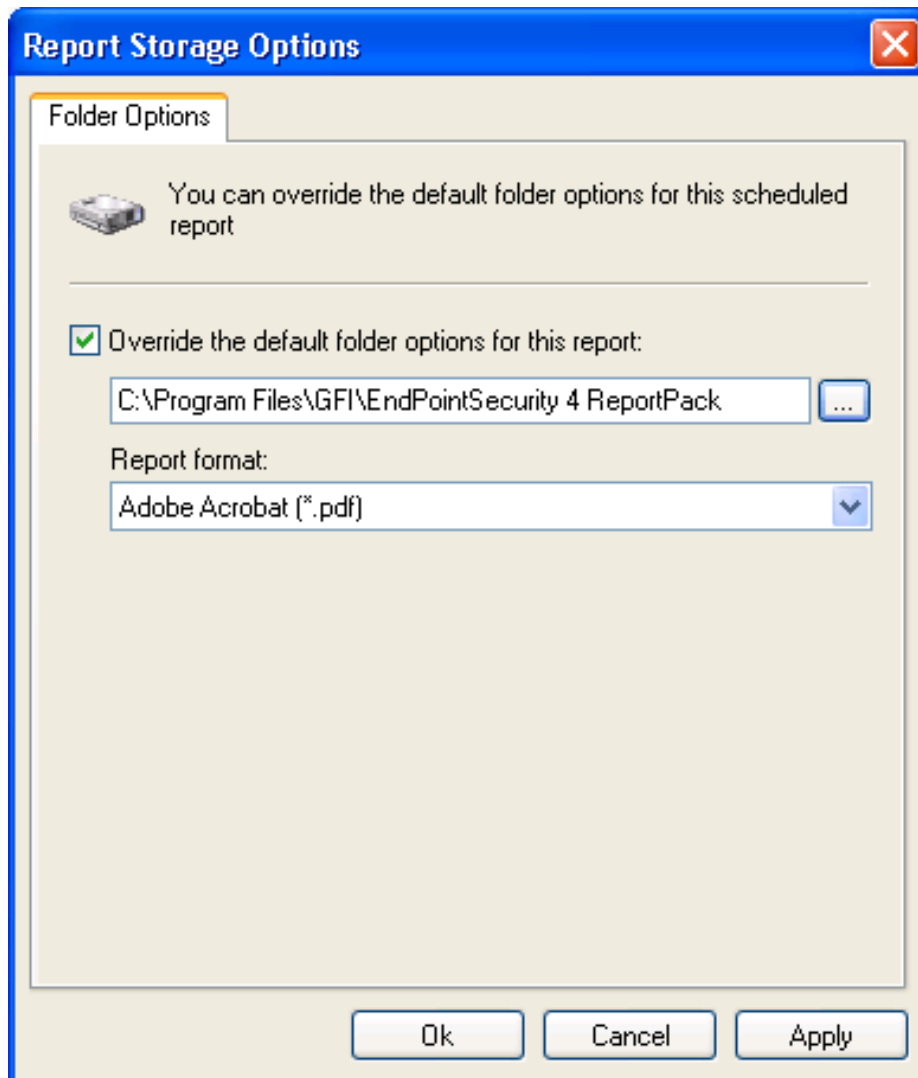
### 5.3.1 Configuring report export to file options



Screenshot 23 - Advanced Settings dialog: Export to file settings button

To configure the report **Export to file** settings of a scheduled report;

1. From the **Advanced Settings** dialog, click **Settings** button underneath the **Export to file** option.



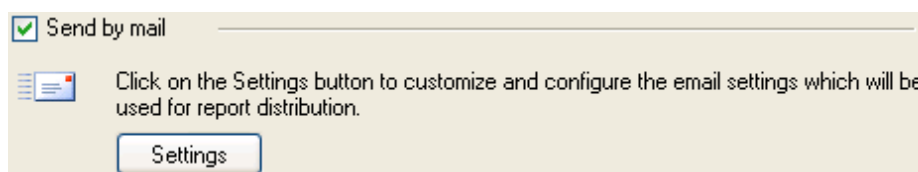
Screenshot 24 - Advanced Settings: Export to file options

2. Select the **Override the default folder options for this report**.
3. Specify the complete path where the exported report will be saved.
4. Specify the file format in which the exported report will be saved.
5. Click **OK** to finalize your configuration settings.

**NOTE:** For information on how to configure the default export to file settings refer to the Configuring default scheduling options section in this manual.

### 5.3.2 Configuring report emailing options

To configure the report emailing options of a scheduled report do as follows:



Screenshot 25 - Advanced Settings dialog: Send by email settings button

1. From the 'Advanced Settings' dialog, click on the **Settings** button underneath the 'Send by email' option.

**Email Alerts Options**

Email Options

You can override the default email options for this scheduled report

☒ Override the default email options for this report:

To: administrator@masterdomain.com

CC:

From: gfireportcenter@masterdomain.com

Server: win2k3serv Port: 25

☐ SMTP Server requires login

User name:

Password:

Report format:

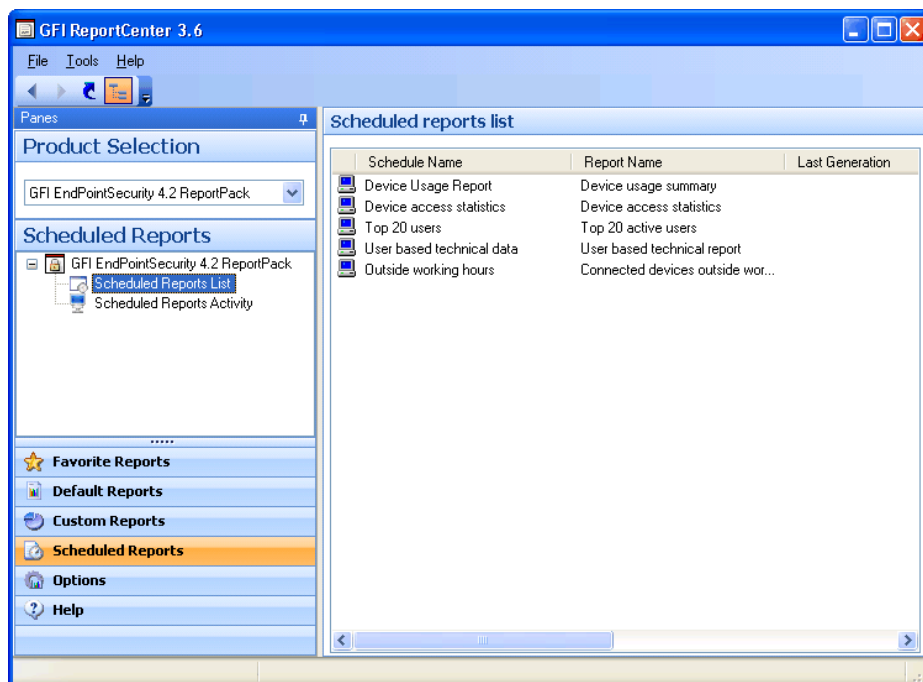
Adobe Acrobat (\*.pdf)

Ok Cancel Apply

Screenshot 26 - Report distribution options

2. Select **Override the default email options for this report.**
3. Specify the following parameters:
  - **To/CC** : Specify the email address(es) where the generated report will be sent.
  - **From**: Specify the email account that will be used to send the report.
  - **Server**: Specify the name/IP of your SMTP (outbound) email server. If the specified server requires authentication, select option **SMTP Server requires login** and specify the logon credentials in the **User name** and **Password** fields.
  - **Report format**: Reports are sent via email as attachments. Select the file format in which to send out your report.
4. Click **OK** to finalize your configuration settings.

## 5.4 Viewing the list of scheduled reports

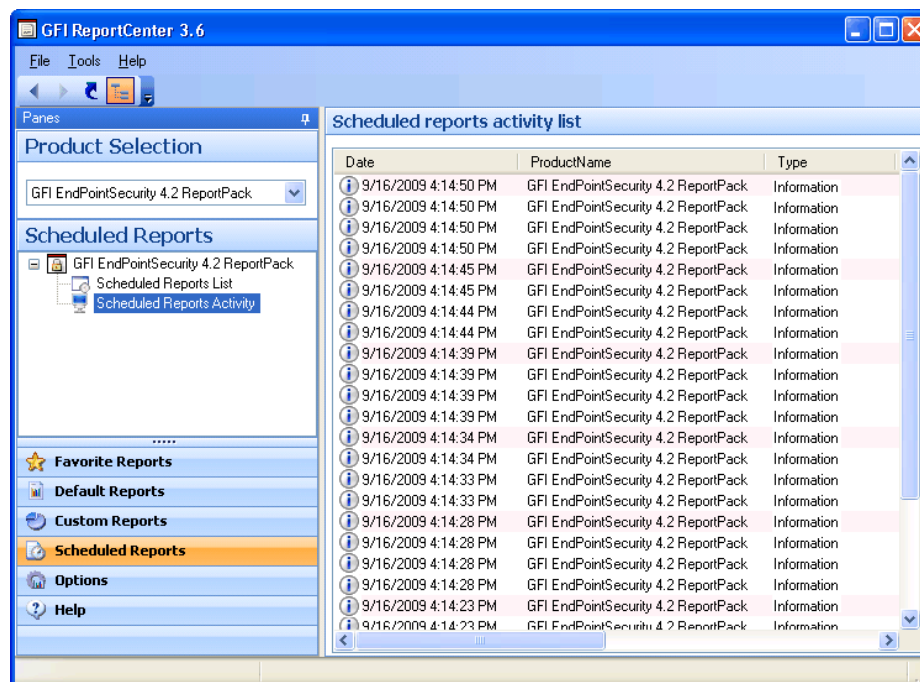


Screenshot 27 - List of Scheduled reports

Click on the **Scheduled Reports** navigation button to show the list of scheduled reports which are currently configured for automatic generation. This information is displayed in the right pane of the management console and includes the following details:

- **Schedule Name:** The custom name that was specified during the creation of the new scheduled report.
- **Report Name:** The names of the default or custom report(s) that will be generate.
- **Last Generated:** Indicates the date/time when the report was last generated.
- **Next Sent:** Indicate the date/time when the report is to be next generated.
- **Description:** The description that you have entered for each schedule.

## 5.5 Viewing the scheduled reports activity



Screenshot 28 - Schedule activity monitor

GFI ReportCenter also includes a schedule activity monitor through which you can view events related to all scheduled reports that have been executed.

To open the schedule activity monitor, click on the **Scheduled Reports** navigation button and select the **Scheduled Reports Activity** node. This will launch the activity information in the right pane of the GFI ReportCenter management console .

The activity monitor displays the following events:

-  - **Information:** The scheduled report was successfully executed and sent by email and/or saved to disk.
-  - **Warning:** The scheduled report was not executed because product license is invalid or has expired.
-  - **Error:** The scheduled report was not executed due to a particular condition/event. Typical conditions include:

- Errors when attempting to save the generated report to a specific folder (for example, out of disk space).
- Errors when attempting to send the generated report via email (for example, the SMTP server configured in the GFI ReportCenter settings is not reachable).

The activity monitor records and enumerates the following information:

- **Date:** The date and time when the scheduled report was executed.
- **Product name:** The name of the GFI product to which the report belongs.
- **Type:** The event classification - error, information, or warning.

- **Description:** Information related to the state of a scheduled report that has been executed. The format and contents of the activity description vary, depending on the event type.

**NOTE:** The description is often the most useful piece of information, indicating what happened during the execution of a scheduled report or the significance of the event.

## 5.6 Enable/disable a scheduled report

Scheduled reports can be enabled or disabled as required. Use the **Scheduled Reports** navigation button to view the list of scheduled reports as well as to identify their current status. The status of scheduled reports is shown through the icon included on the left hand side of each schedule:

|                                                                                   |                                                            |
|-----------------------------------------------------------------------------------|------------------------------------------------------------|
|  | Indicates that the scheduled report is disabled.           |
|  | Indicates that the scheduled report is enabled or pending. |

To enable or disable a scheduled report, right-click on the respective report and select **Enable/Disable** accordingly.

## 5.7 Editing a scheduled report

To make changes to the configuration settings of a scheduled report:

1. Click **Scheduled Reports** ► **Scheduled Reports list** navigation button.
2. Right-click on the scheduled report that you wish to re-configure and select **Properties**. This will launch the **Scheduled Reports Wizard**.



Screenshot 29 - Scheduled Reports wizard

3. Click on **Next** and perform the required changes. For information on how to configure the parameters of a scheduled report refer to the Creating a scheduled report section in this chapter.

---

## 5.8 Deleting a scheduled report

To delete a scheduled report:

1. Click on the **Scheduled Reports** navigation button.
2. Right-click on the scheduled report that you wish to permanently remove from the list and select **Delete**.

---

## 5.9 Example: Scheduling a report

This example demonstrates how to schedule a device usage summary report called Daily Device Usage Report. This schedule will be configured to:

- Generate the first report on 09/16/2009 at 12:00.
- Continue generating the same report on daily basis.
- Export the generated report(s) to folder 'C:\Daily Reports' in PDF format.
- Email the generated report using the following custom parameters:
  - Send from email account: administrator@masterdomain.com
  - Send to email account: gfireportcenter@masterdomain.com
  - SMTP server details: Win2k3serv

To create the scheduled report:

1. Click on the **Default Reports** navigation button.
2. Right-click on **Device Usage Summary** and select **New ► Scheduled Report**. In the welcome dialog, click **Next**.

**Schedule Report Wizard**

**Date Time**  
Select the date/time period on which to base the report

Reports based on date and time will gather the events occurred during the selected time period and will generate results based on information found within this specified time interval.

☒ **Relative**

Today  
Yesterday  
Last 7 days  
Last 30 days

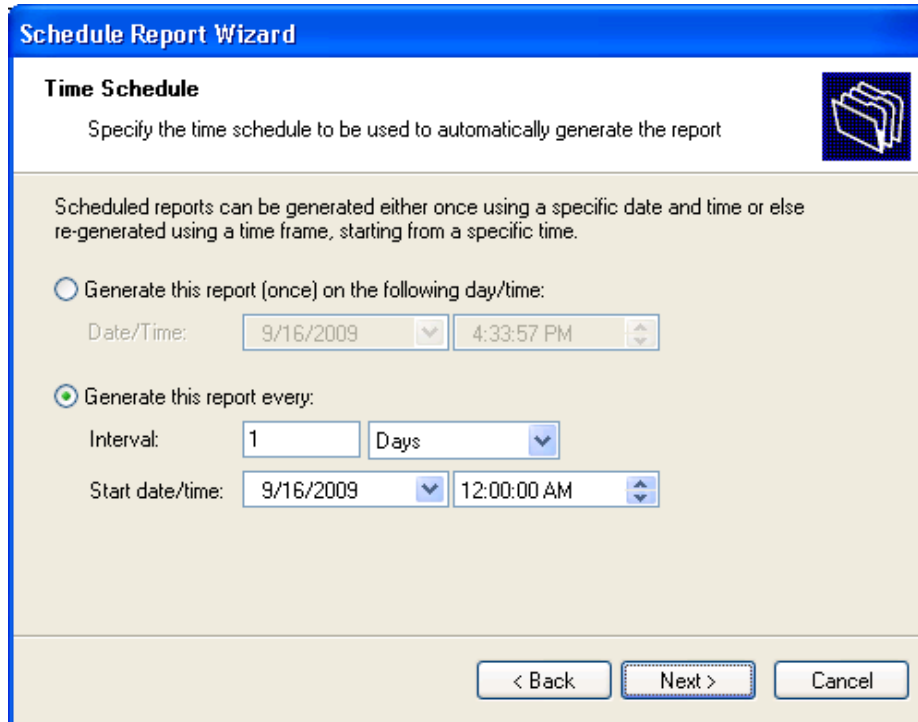
☐ **Month**  
September Year: 2009

☐ **Date range**  
From: 8/18/2009 12:00:00 AM  
To: 9/1/2009 12:00:00 PM

< Back   Next >   Cancel

Screenshot 30 - Select device usage period

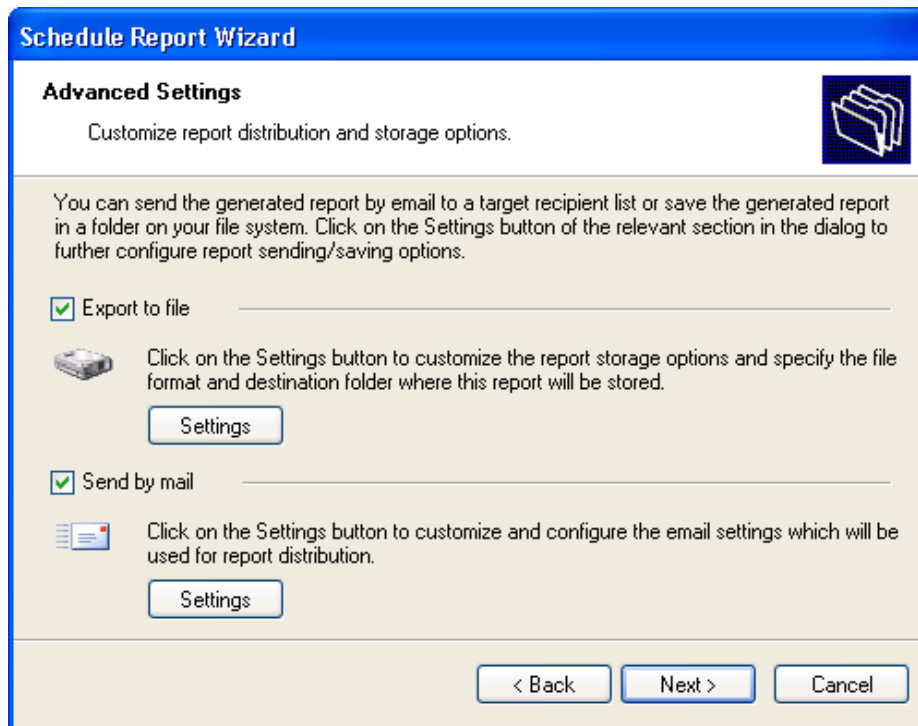
3. Select the option **Relative** and from the provided drop down list select **Today**. Click on **Next** to proceed to the next dialog.
4. Since no data filters will be applied in this example, click **Next** to proceed to the next dialog.



The screenshot shows a window titled "Schedule Report Wizard" with a sub-header "Time Schedule". Below the sub-header is the instruction "Specify the time schedule to be used to automatically generate the report". A small icon of a folder with a document is in the top right corner. The main area contains a paragraph: "Scheduled reports can be generated either once using a specific date and time or else re-generated using a time frame, starting from a specific time." There are two radio button options. The first is "Generate this report (once) on the following day/time:" with a "Date/Time:" label and two input fields showing "9/16/2009" and "4:33:57 PM". The second option is selected: "Generate this report every:" with an "Interval:" label, a text box containing "1", a "Days" label with a dropdown arrow, and a "Start date/time:" label with two input fields showing "9/16/2009" and "12:00:00 AM". At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

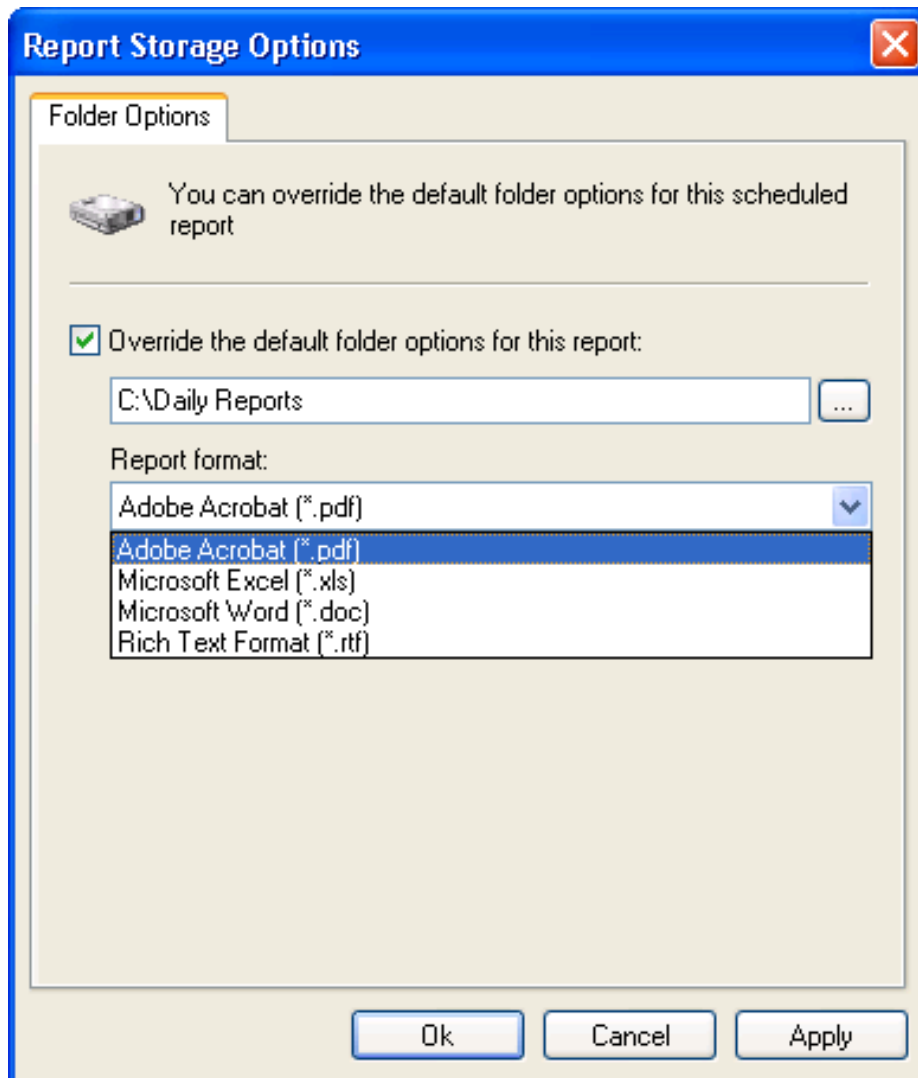
Screenshot 31 – Specifying the scheduling options

5. To generate this report on daily basis, select option **Generate this report every:** and set the interval to **1 Day**.
6. Set the start date to 09/16/2009 and time to 12:00:00 AM. Click **Next** to proceed to the next dialog.



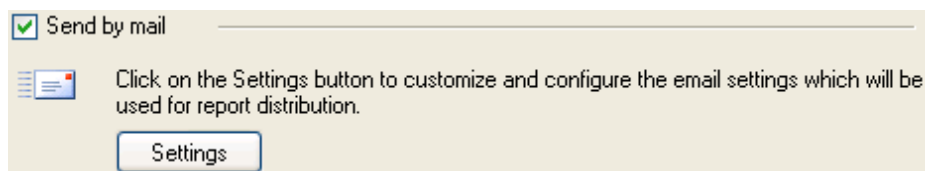
Screenshot 32 - Advanced Settings dialog

7. From the **Advanced Settings** dialog, click **Settings** under **Export to file** option.



Screenshot 33 - Advanced Settings: Export to file options

8. Select **Override the default folder options for this report:**
9. Specify the complete path where this report will be saved i.e. C:\Daily Reports.
10. From the report format drop down select **PDF** and click **OK**.



Screenshot 34 - Advanced Settings dialog: Send by email settings button

11. From **Advanced Settings** dialog, click **Settings** button under **Send by email** option.

**Email Alerts Options**

Email Options

You can override the default email options for this scheduled report

☒ Override the default email options for this report:

To: administrator@masterdomain.com

CC:

From: gfireportcenter@masterdomain.com

Server: win2k3serv Port: 25

☐ SMTP Server requires login

User name:

Password:

Report format:

Adobe Acrobat (\*.pdf)

Ok Cancel Apply

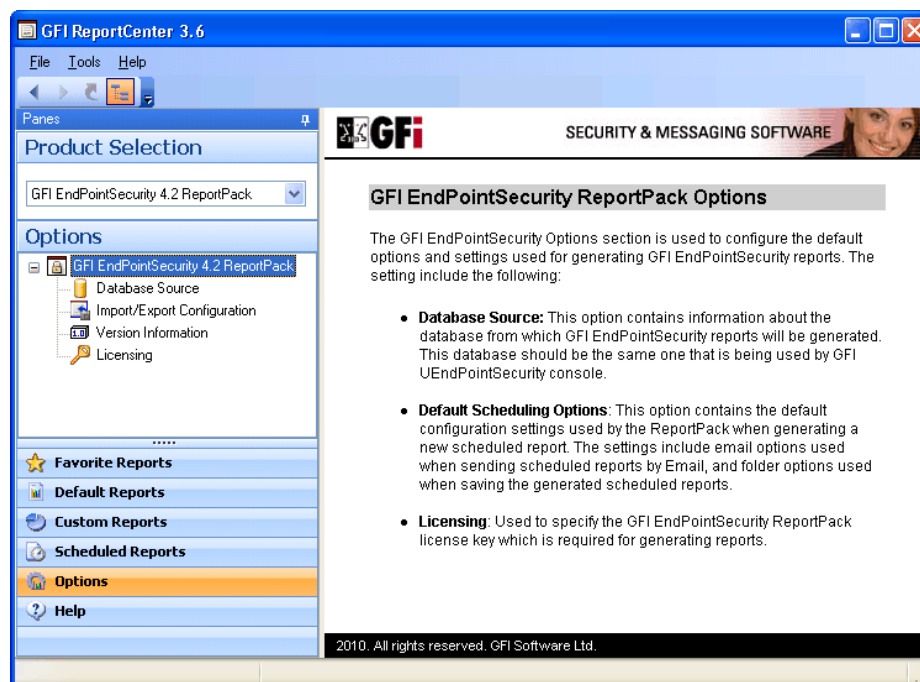
Screenshot 35 - Report distribution options

12. Select **Override the default email options for this report:**
13. Specify the following parameters:
  - **To** : administrator@masterdomain.com
  - **From** : gfireportcenter@masterdomain.com
  - **Server** : Win2k3serv
14. From the report format drop down select **PDF** and click **OK** to finalize your email settings.
15. Click **Next** and specify the following parameters:
  - **Report Name** : Daily device usage report
  - **Report Title** : Daily device usage report
  - **Report Description**: This report is generated on a daily basis at 12:00 AM. It shows all device usage activity recorded throughout the day.
16. Click **Next** to proceed to the final dialog.
17. Click **Finish** to finalize your custom report configuration settings.

# 6 Configuring default options

## 6.1 Introduction

The GFI EndPointSecurity ReportPack allows you to configure a default set of parameters which can be used when generating reports. These parameters are first set during installation. However, you can still reconfigure any of these parameters via the **Options** navigation button provided in the GFI ReportCenter management console.



Screenshot 36 - Options navigation button

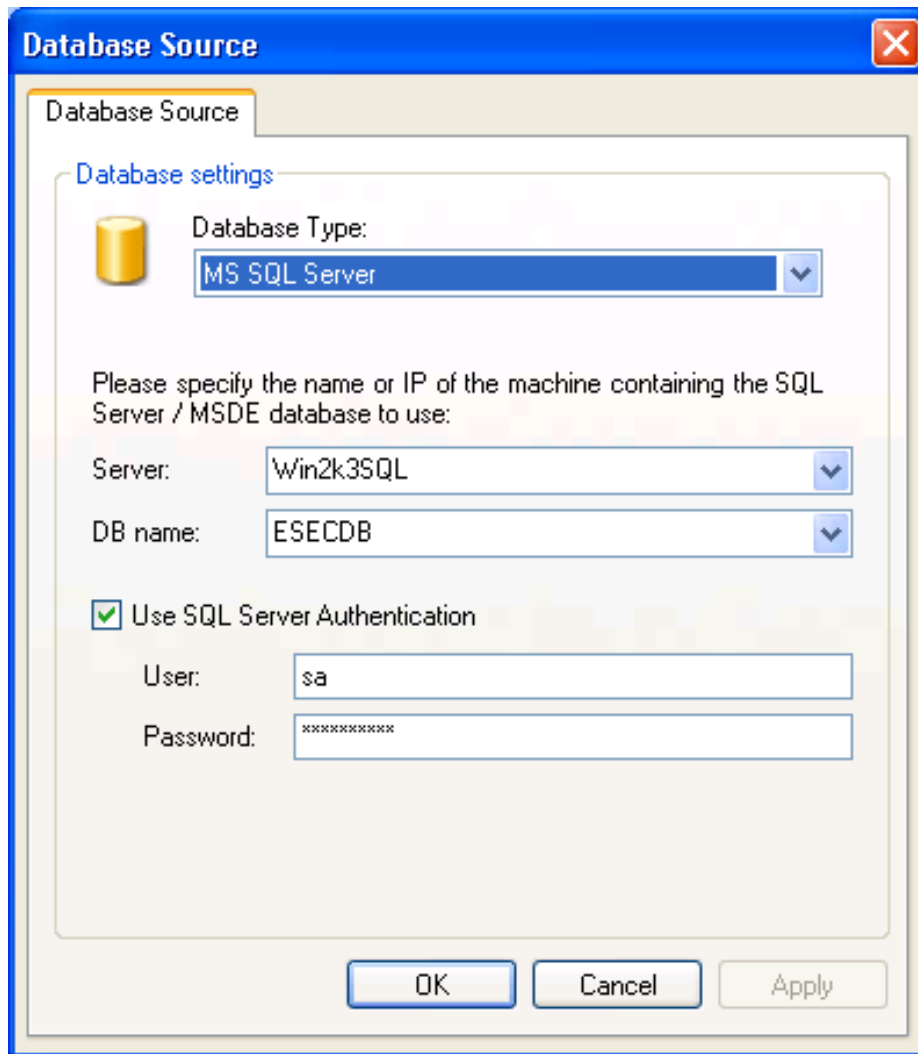
Through the **Options** navigation button you can configure the following parameters:

- **Database source:** Use this node to specify the database backend from where the ReportPack will extract the required reporting data.
- **Default scheduling settings:** Use this node to configure the default export to file parameters and report emailing parameters of scheduled reports.

## 6.2 Configuring database source

To configure your database source:

1. Click on the **Options** navigation button.
2. Right-click on **Database Source** node and select **Set Database Source...** This will launch the database source configuration dialog.



Screenshot 37 - Database source configuration dialog

3. Select the database type (e.g. MS SQL Server) from the provided list of supported databases.

**NOTE:** GFI EndPointSecurity database backend supports only MSDE/MS SQL Server.

4. Specify the name or IP address of your MSDE/MS SQL Server database backend.

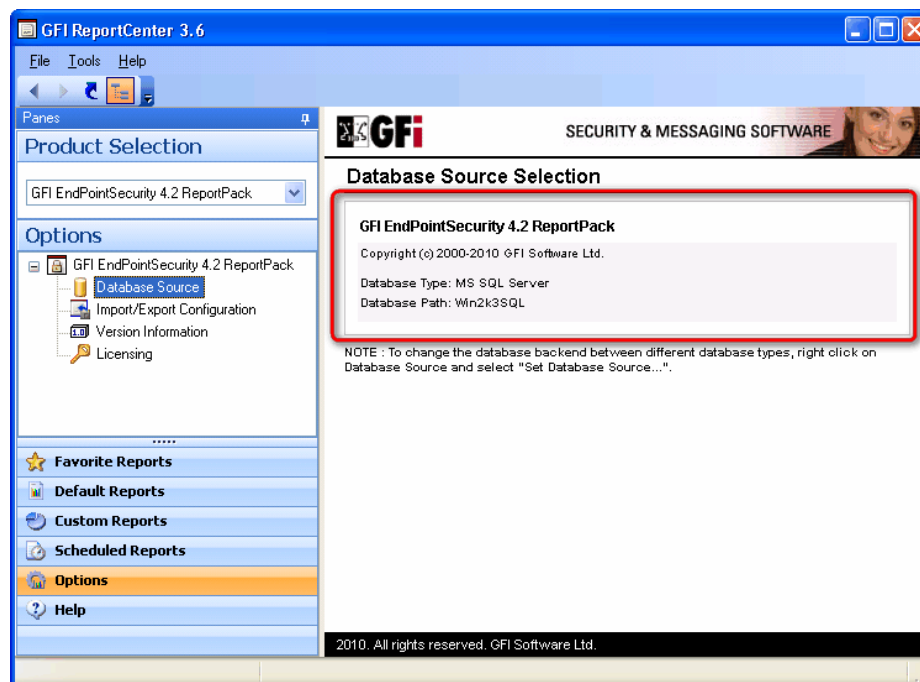
5. To use the credentials of an SQL Server account, select **Use SQL Server authentication** option and specify the user name and password in the provided fields.

**NOTE:** By default, the GFI EndPointSecurity ReportPack uses Windows logon credentials to authenticate to the SQL Server.

6. Click on **OK** to finalize your configuration settings.

---

## 6.3 Viewing the current database source settings



Screenshot 38 - Database source configuration settings

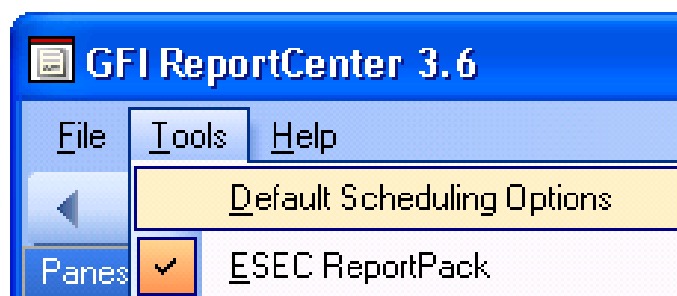
Click **Database Source** to view in the right pane window the current database source settings.

---

## 6.4 Configuring default scheduling settings

To configure the default settings to be used by scheduled reports:

1. Click on the **Options** navigation button.



Screenshot 39 - Default Scheduling Options node

1. From the pull-down menu, click on the **Tools ► Default Scheduling Options**.
2. Configure the required parameter as described in the 'Configuring Advanced Settings' section of the Scheduling Reports chapter.



# 7 General options

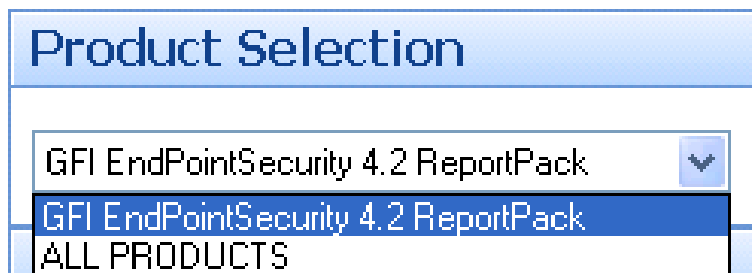
---

## 7.1 Entering your license key after installation

If you have purchased GFI EndPointSecurity, enter your License key using the **Options ► Licensing** node (no re-installation/re-configuration required)

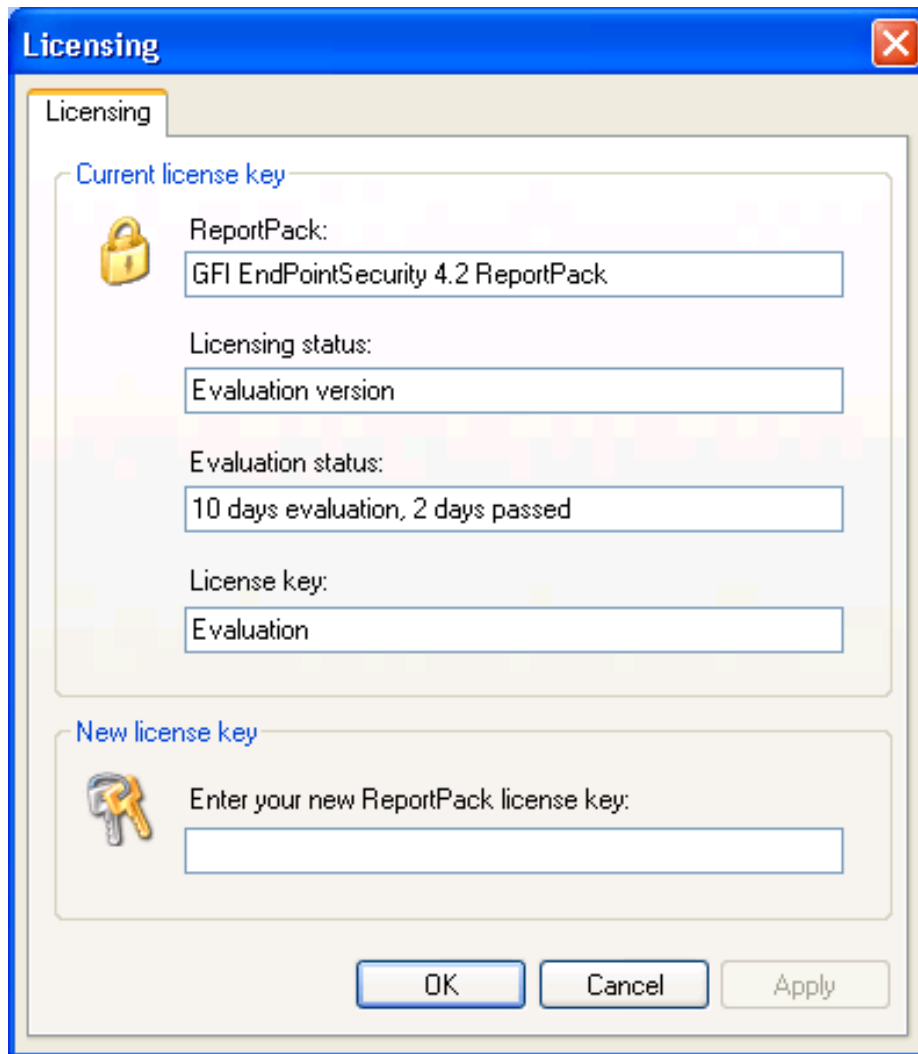
**NOTE:** Entering the License Key should not be confused with the process of registering your company details on our website. This is important since it allows us to give you support and notify you of important product news. You may register and obtain your GFI customer account from: <http://www.gfi.com/pages/regfrm.htm>

To input your GFI EndPointSecurity license key in the ReportPack:



*Screenshot 40 – Product Selection drop down list*

1. Select the respective product (e.g. GFI EndPointSecurity 4.2) from the **Product Selection** drop down list.
2. Click on the **Options** navigation button.
3. Right-click on the **Licensing** node and select **Set Licensing....** This will launch the 'Licensing' dialog.



Screenshot 41 - Licensing dialog

4. Type the GFI EndPointSecurity license key in the space provided.
5. Click on **OK** to finalize license key entry.

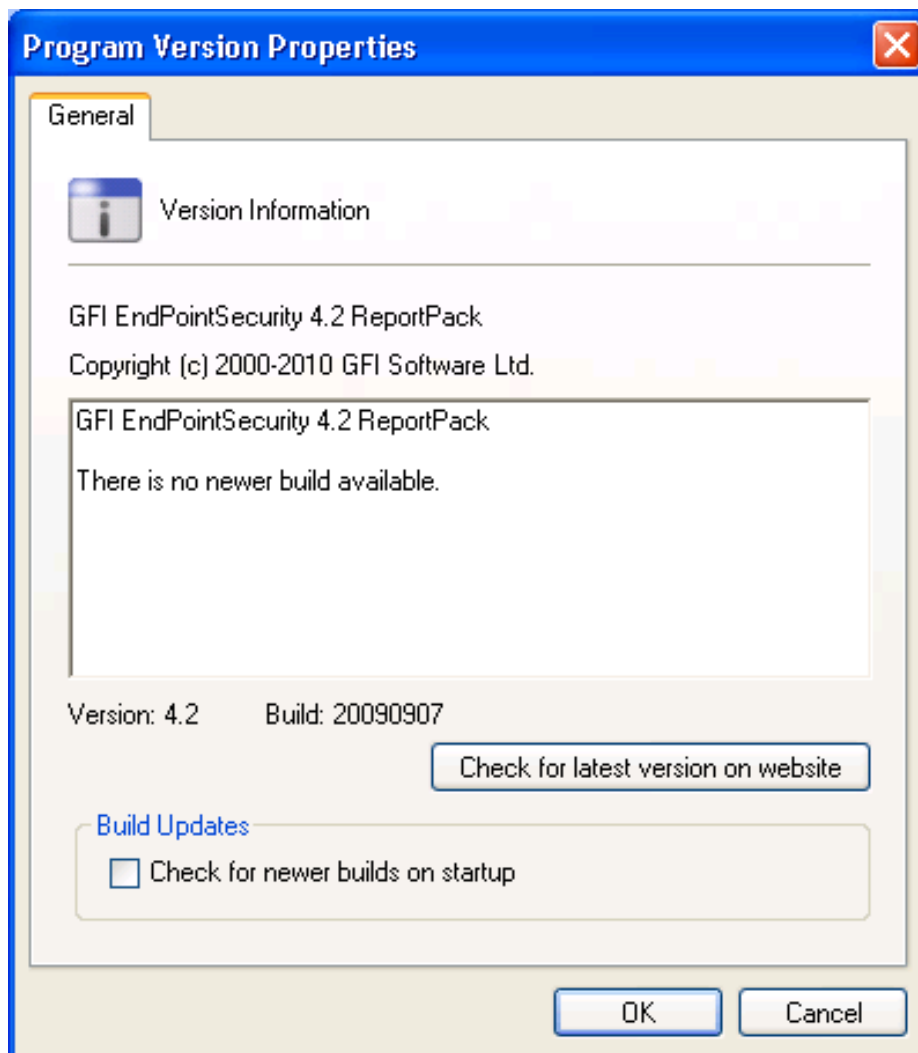
## 7.2 Viewing product ReportPack(s) version details

To view the version information of a currently installed product ReportPack:

1. Select the product report from the **Product Selection** drop down list.
2. Click on the **Options** navigation button.
3. Click on the **Version Information** node. The version details are displayed in the right pane of the GFI ReportCenter management console.

## 7.3 Checking the web for newer builds

Periodically GFI releases product and ReportPack updates which can be automatically downloaded from the GFI website. To check if a newer built is available for download:



Screenshot 42 - Version Properties: Check for newer builds dialog

1. Select the respective product (for example, GFI EndPointSecurity 4.0 ReportPack) from the **Product Selection** drop down list.
2. Click on the **Options** navigation button.
3. Right-click on the **Version Information** node and select **Check for newer builds...**

**NOTE:** You can configure GFI EndPointSecurity 4.2 ReportPack to check for newer builds on startup.



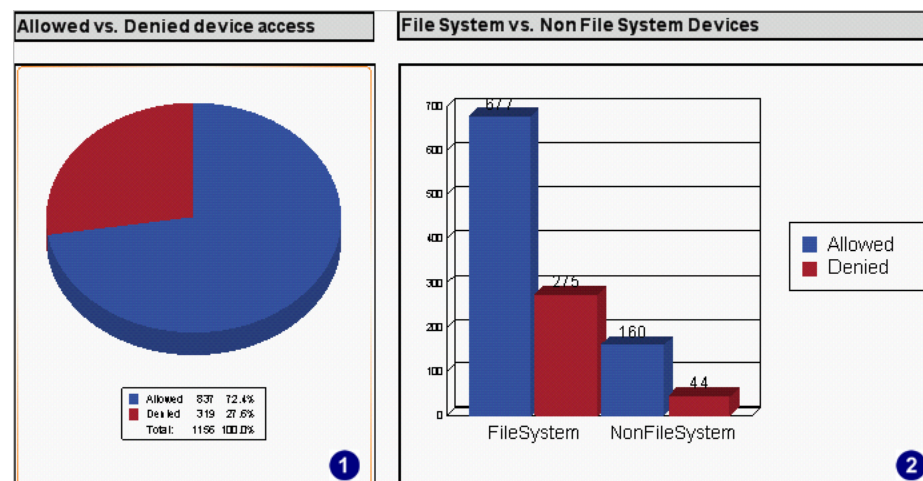
# 8 Appendix: GFI EndPointSecurity Default Reports

## 8.1 Executive Reports

### 8.1.1 Device Usage Summary

The Device Usage Summary is an executive style report that:

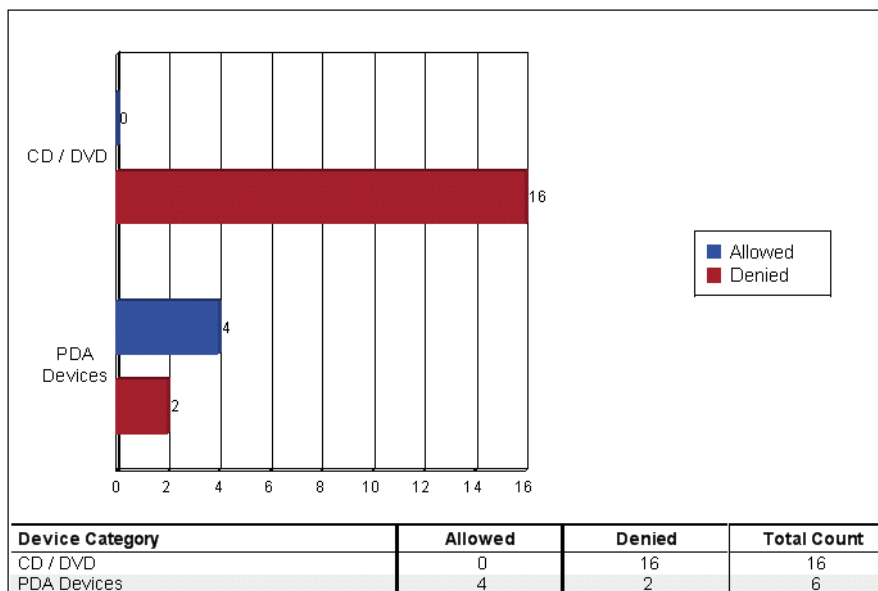
- Provides a usage summary of all controlled devices across the network.
- Graphically represents the percentage amount of allowed/denied access requests.
- Breaks down activity in device categories to allow comparisons of devices contributing to access requests.
- Highlights the top 10 users with the largest amount of allowed/denied device access.



Screenshot 43 – Samples showing extracts of device usage summary report

|   |                                                                                                    |
|---|----------------------------------------------------------------------------------------------------|
| 1 | A pie chart showing the percentage of allowed vs. denied access requests.                          |
| 2 | A bar chart showing how requests were distributed between file-system and non-file system devices. |

### 3 Allowed & Denied access requests per device category



### 4 Top 20 users who were allowed to access devices

| User Name                 | Device Category | Count |
|---------------------------|-----------------|-------|
| \\V2003ENTIIAdministrator | PDA Devices     | 4     |

### 5 Top 20 users who were denied to access devices

| User Name                 | Device Category | Count |
|---------------------------|-----------------|-------|
| \\V2003ENTIIAdministrator | CD / DVD        | 16    |
| \\V2003ENTIIAdministrator | PDA Devices     | 2     |

Screenshot 44 – Sample showing extracts of device access summary report

|   |                                                                                         |
|---|-----------------------------------------------------------------------------------------|
| 3 | A bar chart showing how requests were distributed between different device categories.  |
| 4 | A list showing the top 10 users having the highest amount of allowed access to devices. |
| 5 | A list showing the top 10 users having the highest amount of denied access to devices.  |

## 8.1.2 Users making use of each device

This executive style report shows:

- A list of all controlled devices used across the network.
- The users that have made use of every controlled device.

|   |                           |              |   |
|---|---------------------------|--------------|---|
| 1 | CD / DVD                  | Total users: | 5 |
| 2 | 0                         | Users:       | 2 |
|   | \\TESTMOBAdministrator    |              |   |
|   | \\V2003ENTIIAdministrator |              |   |
|   | DTSecure Privacy          | Users:       | 1 |
|   | \\V2003ENTIIAdministrator |              |   |
| 2 | mTrustDrive               | Users:       | 1 |
|   | \\V2003ENTIIAdministrator |              |   |
| 2 | SuperMulti RW             | Users:       | 1 |
|   | \\V2003ENTIIAdministrator |              |   |

Screenshot 45 – Sample showing device usage grouped by device report

|          |                                                   |
|----------|---------------------------------------------------|
| <b>1</b> | Device name and the category to which it belongs. |
| <b>2</b> | List of users who have used that device.          |

### 8.1.3 Devices used by each user

This executive style report shows:

- A list of users that have made use of controlled devices.
- The devices that have been used across the network.

|   |                                 |  |                  |   |
|---|---------------------------------|--|------------------|---|
| 1 | \\TESTMOB\Administrator         |  | Devices:         | 3 |
| 2 | Device:                         |  | Device category: |   |
|   | 0                               |  | CD / DVD         |   |
|   | FlashMedia 1                    |  | Storage Devices  |   |
|   | PCI bus 7, device 0, function 0 |  | Network Adapters |   |

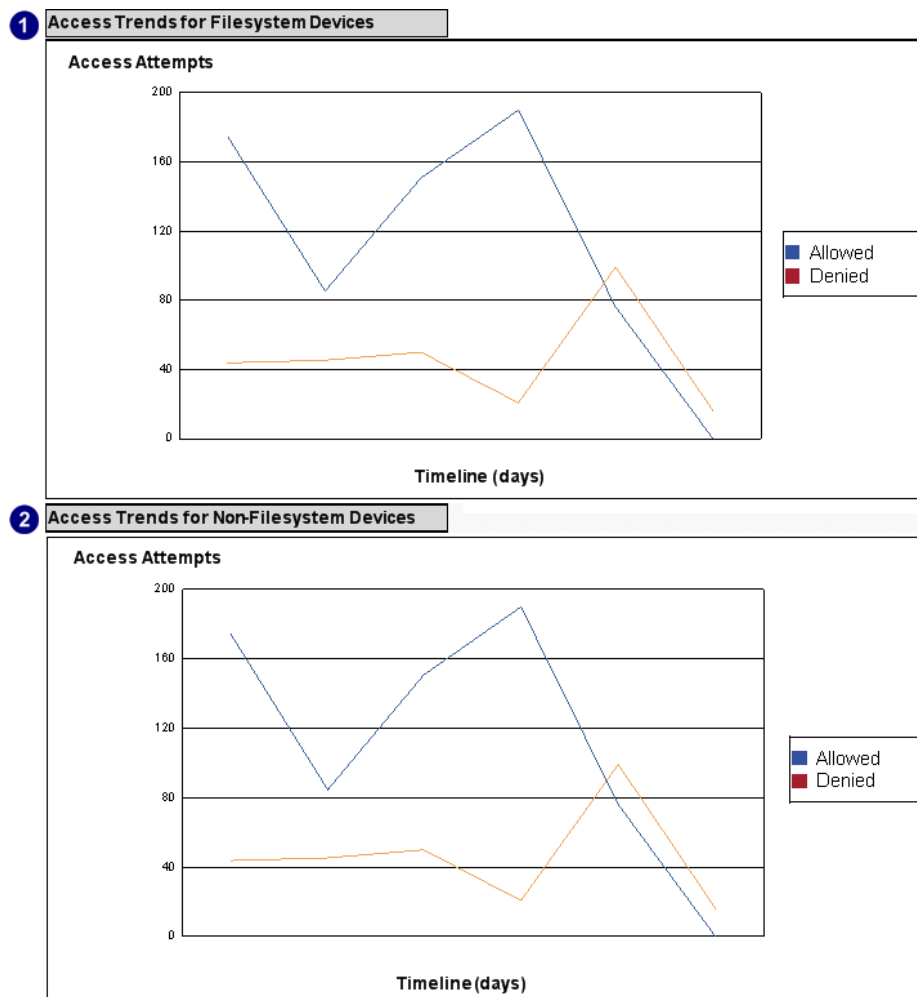
Screenshot 46 – Sample showing device usage grouped by user report

|          |                                                                           |
|----------|---------------------------------------------------------------------------|
| <b>1</b> | Logged on user name and the computer on which the devices were connected. |
| <b>2</b> | List of devices that were connected and accessed by the user.             |

### Device access trends

This device usage trend report shows:

- The change in device access attempts over time.
- Allowed/Denied access counts per day in graphs.



Screenshot 47 - Sample report showing device usage trends

|          |                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------|
| <b>1</b> | A line graph showing the trend of allowed and denied access attempts for file system devices.     |
| <b>2</b> | A line graph showing the trend of allowed and denied access attempts for non-file system devices. |

## 8.2 Statistical Reports

### 8.2.1 Device access statistics

This device access statistics report shows:

- Number of allowed/denied access requests by each user for each particular device.
- Row entries distinguishing between read-only and read-write (full) access requests.
- Distinct file system and non file-system devices.

| 1 Non FileSystem Devices   |                         |                                 |                    |            |                   |            |
|----------------------------|-------------------------|---------------------------------|--------------------|------------|-------------------|------------|
| User Name                  | Device Category         | Device Description              | Allowed operations |            | Denied operations |            |
|                            |                         |                                 | Read               | Read/Write | Read              | Read/Write |
| WNT AUTHORITY \LOCAL       | Printers                | hp LaserJet 1320 series         | 0                  | N/A        | 0                 | 2          |
| \\TESTMOB\Administrator    | Network Adapters        | PCI bus 7, device 0, function 0 | 0                  | 3          | 0                 | 2          |
| \\V2003ENTII\Administrator | Human Interface Devices | USB Keyboard                    | 0                  | 2          | 0                 | 2          |
| \\V2003ENTII\Administrator | PDA Devices             | HP USB Sync                     | 0                  | 6          | 0                 | 4          |
| \\V2003ENTII\Administrator | Printers                | hp LaserJet 1320 series         | 0                  | 1          | 0                 | N/A        |
| 2 FileSystem Devices       |                         |                                 |                    |            |                   |            |
| User Name                  | Device Category         | Device Description              | Allowed operations |            | Denied operations |            |
|                            |                         |                                 | Read               | Read/Write | Read              | Read/Write |
| \\TESTMOB\Administrator    | CD / DVD                | 0                               | 8                  | 0          | 12                | 0          |
| \\TESTMOB\Administrator    | Network Adapters        | PCI bus 7, device 0, function 0 | 0                  | 0          | 0                 | 0          |
| \\TESTMOB\Administrator    | Storage Devices         | FlashMedia 1                    | 9                  | 34         | 37                | 37         |
| \\V2003ENTII\Administrator | CD / DVD                | 0                               | 25                 | 0          | 29                | 0          |
| \\V2003ENTII\Administrator | Human Interface Devices | USB Keyboard                    | 0                  | 0          | 0                 | 0          |
| \\V2003ENTII\Administrator | PDA Devices             | HP USB Sync                     | 0                  | 0          | 0                 | 0          |
| \\V2003ENTII\Administrator | Printers                | hp LaserJet 1320 series         | 0                  | 0          | 0                 | 0          |

Screenshot 48 – Sample report showing device access statistics report

|   |                                                                              |
|---|------------------------------------------------------------------------------|
| 1 | A list of non-file system device access statistics per user for each device. |
| 2 | A list of file system device access statistics per user for each device.     |

## 8.2.2 Device usage statistics per user

This report shows:

- List of external devices connected by each user.
- Number of allowed and denied access requests by user for each particular device.

1

| \\V2003ENTII\Administrator |                         |                         |                 |                      |  |
|----------------------------|-------------------------|-------------------------|-----------------|----------------------|--|
| Connected Devices          |                         |                         |                 |                      |  |
| Computer Name              | Device Category         | Device Description      | Connection Port | # of times connected |  |
| V2003ENTII                 | Printers                | hp LaserJet 1320 series | USB             | 2                    |  |
| V2003ENTII                 | PDA Devices             | HP USB Sync             | USB             | 8                    |  |
| V2003ENTII                 | Human Interface Devices | USB Keyboard            | USB             | 8                    |  |

2

3

| Attempted Access on Devices |                         |                         |                    |    |                   |    |
|-----------------------------|-------------------------|-------------------------|--------------------|----|-------------------|----|
| Computer Name               | Device Category         | Device Description      | Allowed Operations |    | Denied operations |    |
|                             |                         |                         | RO                 | RW | RO                | RW |
| V2003ENTII                  | CD / DVD                | 0                       | 25                 | 0  | 29                | 0  |
| V2003ENTII                  | Human Interface Devices | USB Keyboard            | 0                  | 2  | 0                 | 2  |
| V2003ENTII                  | Human Interface Devices | USB Keyboard            | 0                  | 0  | 0                 | 0  |
| V2003ENTII                  | PDA Devices             | HP USB Sync             | 0                  | 6  | 0                 | 4  |
| V2003ENTII                  | PDA Devices             | HP USB Sync             | 0                  | 0  | 0                 | 0  |
| V2003ENTII                  | Printers                | hp LaserJet 1320 series | 0                  | 1  | 0                 | 0  |
| V2003ENTII                  | Printers                | hp LaserJet 1320 series | 0                  | 0  | 0                 | 0  |

Screenshot 49 - Sample report showing user based device access statistics

|   |                                                                   |
|---|-------------------------------------------------------------------|
| 1 | Username                                                          |
| 2 | A list of devices and the number of times it was plugged in.      |
| 3 | A list of device access statistics per each user for each device. |

---

## 8.3 Top active users/machines reports

### 8.3.1 Top active users

The **Top 20** or **Top 50** active users report shows:

- A list of users who have the highest amount of device activity.

| <b>Top 20 Users having allowed access</b> |                                                                                                                                                                                                                                                                          |           |                      |                            |     |                         |    |                              |   |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------|----------------------------|-----|-------------------------|----|------------------------------|---|
| <b>1</b>                                  | <table><thead><tr><th>User Name</th><th>Allowed access Count</th></tr></thead><tbody><tr><td>\\W2003ENTII\Administrator</td><td>783</td></tr><tr><td>\\TESTMOB\Administrator</td><td>54</td></tr></tbody></table>                                                        | User Name | Allowed access Count | \\W2003ENTII\Administrator | 783 | \\TESTMOB\Administrator | 54 |                              |   |
| User Name                                 | Allowed access Count                                                                                                                                                                                                                                                     |           |                      |                            |     |                         |    |                              |   |
| \\W2003ENTII\Administrator                | 783                                                                                                                                                                                                                                                                      |           |                      |                            |     |                         |    |                              |   |
| \\TESTMOB\Administrator                   | 54                                                                                                                                                                                                                                                                       |           |                      |                            |     |                         |    |                              |   |
| <b>Top 20 users having denied access</b>  |                                                                                                                                                                                                                                                                          |           |                      |                            |     |                         |    |                              |   |
| <b>2</b>                                  | <table><thead><tr><th>User Name</th><th>Denied access count</th></tr></thead><tbody><tr><td>\\W2003ENTII\Administrator</td><td>228</td></tr><tr><td>\\TESTMOB\Administrator</td><td>88</td></tr><tr><td>\\NT AUTHORITY\LOCAL SERVICE</td><td>3</td></tr></tbody></table> | User Name | Denied access count  | \\W2003ENTII\Administrator | 228 | \\TESTMOB\Administrator | 88 | \\NT AUTHORITY\LOCAL SERVICE | 3 |
| User Name                                 | Denied access count                                                                                                                                                                                                                                                      |           |                      |                            |     |                         |    |                              |   |
| \\W2003ENTII\Administrator                | 228                                                                                                                                                                                                                                                                      |           |                      |                            |     |                         |    |                              |   |
| \\TESTMOB\Administrator                   | 88                                                                                                                                                                                                                                                                       |           |                      |                            |     |                         |    |                              |   |
| \\NT AUTHORITY\LOCAL SERVICE              | 3                                                                                                                                                                                                                                                                        |           |                      |                            |     |                         |    |                              |   |

*Screenshot 50 – Sample report showing Top 20 active users report*

|          |                                                                          |
|----------|--------------------------------------------------------------------------|
| <b>1</b> | Top list of users having the highest count of allowed access to devices. |
| <b>2</b> | Top list of users having the highest count of denied access to devices.  |

### 8.3.2 Top 20 active machines

The **Top 20** or **Top 50** active machines report shows:

- A list of monitored machines with the highest amount of device activity.

| <b>Top 20 Computers having allowed access</b> |                                                                                                                                                                                       |               |                      |            |     |         |    |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------|------------|-----|---------|----|
| <b>1</b>                                      | <table><thead><tr><th>Computer name</th><th>Allowed access count</th></tr></thead><tbody><tr><td>V2003ENTII</td><td>783</td></tr><tr><td>TESTMOB</td><td>54</td></tr></tbody></table> | Computer name | Allowed access count | V2003ENTII | 783 | TESTMOB | 54 |
| Computer name                                 | Allowed access count                                                                                                                                                                  |               |                      |            |     |         |    |
| V2003ENTII                                    | 783                                                                                                                                                                                   |               |                      |            |     |         |    |
| TESTMOB                                       | 54                                                                                                                                                                                    |               |                      |            |     |         |    |
| <b>Top 20 Computers having denied access</b>  |                                                                                                                                                                                       |               |                      |            |     |         |    |
| <b>2</b>                                      | <table><thead><tr><th>Computer name</th><th>Denied access count</th></tr></thead><tbody><tr><td>V2003ENTII</td><td>231</td></tr><tr><td>TESTMOB</td><td>88</td></tr></tbody></table>  | Computer name | Denied access count  | V2003ENTII | 231 | TESTMOB | 88 |
| Computer name                                 | Denied access count                                                                                                                                                                   |               |                      |            |     |         |    |
| V2003ENTII                                    | 231                                                                                                                                                                                   |               |                      |            |     |         |    |
| TESTMOB                                       | 88                                                                                                                                                                                    |               |                      |            |     |         |    |

*Screenshot 51 - Sample report showing Top 20 active machines report*

|          |                                                                             |
|----------|-----------------------------------------------------------------------------|
| <b>1</b> | Top list of machines having the highest count of allowed access to devices. |
| <b>2</b> | Top list of machines having the highest count of denied access to devices.  |

---

## 8.4 Technical Reports

### 8.4.1 Connected devices grouped by category

The connected devices grouped by category report shows:

- List of external devices plugged in to machines monitored by GFI EndPointSecurity Agents.
- All devices are grouped under their category.

| Device Category: Human Interface Devices |               |                   |                    |                      |
|------------------------------------------|---------------|-------------------|--------------------|----------------------|
| User Name                                | Computer Name | Connectivity Port | Device Description | # of times connected |
| WV2003ENTII \Administrator               | V2003ENTII    | USB               | USB Keyboard       | 8                    |

1 Device Category: Network Adapters

| User Name               | Computer Name | Connectivity Port | Device Description              | # of times connected |
|-------------------------|---------------|-------------------|---------------------------------|----------------------|
| WTESTMOB \Administrator | TESTMOB       | PCMCIA            | PCI bus 7, device 0, function 0 | 5                    |

Device Category: PDA Devices

| User Name                  | Computer Name | Connectivity Port | Device Description | # of times connected |
|----------------------------|---------------|-------------------|--------------------|----------------------|
| WV2003ENTII \Administrator | V2003ENTII    | USB               | HP USB Sync        | 8                    |
| WV2003ENTII \Administrator | V2003ENTII    | USB               | HP USB Sync        | 1                    |

Screenshot 52 – Sample report showing connected devices grouped by category report

|   |                                                                                   |
|---|-----------------------------------------------------------------------------------|
| 1 | The category to which a device belongs.                                           |
| 2 | A list of devices used with the number of times they were plugged in by each user |

## 8.4.2 User based technical report

The user based technical report shows:

- List of device access requests made by each user. Activities grouped by username and event type.
- Application that attempted access.
- For file system devices, the accessed path and filename.

| Event Type: Read-Only access allowed |               |                 |                                 |                                                      |  |
|--------------------------------------|---------------|-----------------|---------------------------------|------------------------------------------------------|--|
| Date / Time                          | Computer Name | Device Category | Application                     | Path                                                 |  |
| 9/14/2009 3:05:48PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Microsoft Office PowerPoint Presentation.pptx |  |
| 9/14/2009 3:05:50PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Text Document.txt                             |  |
| 9/14/2009 3:05:53PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Microsoft Office PowerPoint Presentation.pptx |  |
| 9/14/2009 3:05:55PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Text Document.txt                             |  |
| 9/14/2009 3:05:58PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\system32\notepad.exe | F:\New Text Document.txt                             |  |
| 9/14/2009 3:06:00PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Text Document.txt                             |  |
| 9/14/2009 3:06:05PM                  | TESTMOB       | CD / DVD        | C:\WINDOWS\Explorer.EXE         | E:                                                   |  |
| 9/14/2009 3:06:11PM                  | TESTMOB       | CD / DVD        | C:\WINDOWS\Explorer.EXE         | E:                                                   |  |
| 9/14/2009 3:06:58PM                  | TESTMOB       | CD / DVD        | C:\WINDOWS\Explorer.EXE         | E:                                                   |  |
| 9/14/2009 3:07:10PM                  | TESTMOB       | CD / DVD        | C:\WINDOWS\Explorer.EXE         | E:                                                   |  |
| 9/14/2009 3:15:49PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Text Document.txt                             |  |
| 9/14/2009 3:15:50PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\system32\notepad.exe | F:\New Text Document.txt                             |  |
| 9/14/2009 3:16:37PM                  | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE         | F:\New Text Document.txt                             |  |

| Event Type: Read-Only access denied |               |                 |                                                              |                                                      |  |
|-------------------------------------|---------------|-----------------|--------------------------------------------------------------|------------------------------------------------------|--|
| Date / Time                         | Computer Name | Device Category | Application                                                  | Path                                                 |  |
| 9/14/2009 3:05:19PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\n0euyb.exe                                        |  |
| 9/14/2009 3:05:21PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\autorun.inf                                       |  |
| 9/14/2009 3:05:45PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\n0euyb.exe                                        |  |
| 9/14/2009 3:05:46PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\autorun.inf                                       |  |
| 9/14/2009 3:05:46PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\                                                  |  |
| 9/14/2009 3:05:46PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\New Microsoft Office PowerPoint Presentation.pptx |  |
| 9/14/2009 3:05:55PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\                                                  |  |
| 9/14/2009 3:05:56PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\system32\notepad.exe                              | F:\                                                  |  |
| 9/14/2009 3:05:56PM                 | TESTMOB       | Storage Devices | C:\Program Files\Microsoft Office\Office12\GrooveMonitor.exe | F:\                                                  |  |
| 9/14/2009 3:05:57PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\system32\notepad.exe                              | F:\New Text Document.txt                             |  |
| 9/14/2009 3:06:00PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\                                                  |  |
| 9/14/2009 3:07:02PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\                                                  |  |
| 9/14/2009 3:14:41PM                 | TESTMOB       | Storage Devices | C:\WINDOWS\Explorer.EXE                                      | F:\                                                  |  |
| 9/14/2009 3:15:27PM                 | TESTMOB       | CD / DVD        | C:\WINDOWS\Explorer.EXE                                      | E:                                                   |  |

Screenshot 53 - Sample report showing user based technical report

|   |                                            |
|---|--------------------------------------------|
| 1 | List of read-only access allowed for user. |
| 2 | List of read-only access denied for user.  |

## 8.4.3 Machine based technical report

The machine based technical report shows:

- A list of device access requests made from each machine.
- Activity grouped by machine name and event type.
- Application that attempted the access. For file system devices, the accessed path and filename.

1

|               |  |         |  |  |  |
|---------------|--|---------|--|--|--|
| Computer Name |  | TESTMOB |  |  |  |
|---------------|--|---------|--|--|--|

2

|                           |           |                 |             |      |  |
|---------------------------|-----------|-----------------|-------------|------|--|
| Event Type: Agent started |           |                 |             |      |  |
| Date / Time               | User Name | Device Category | Application | Path |  |
| 9/14/2009 3:03:37PM       | Unknown   |                 |             |      |  |

3

|                              |                         |                 |             |      |  |
|------------------------------|-------------------------|-----------------|-------------|------|--|
| Event Type: Device connected |                         |                 |             |      |  |
| Date / Time                  | User Name               | Device Category | Application | Path |  |
| 9/14/2009 3:05:01PM          | \\TESTMOB\Administrator | Storage Devices |             |      |  |
| 9/14/2009 3:06:59PM          | \\TESTMOB\Administrator | Storage Devices |             |      |  |

4

|                                 |                         |                 |             |      |  |
|---------------------------------|-------------------------|-----------------|-------------|------|--|
| Event Type: Device disconnected |                         |                 |             |      |  |
| Date / Time                     | User Name               | Device Category | Application | Path |  |
| 9/14/2009 3:06:11PM             | \\TESTMOB\Administrator | Storage Devices |             |      |  |
| 9/14/2009 3:07:10PM             | \\TESTMOB\Administrator | Storage Devices |             |      |  |

5

|                                      |                         |                 |                         |                                                     |  |
|--------------------------------------|-------------------------|-----------------|-------------------------|-----------------------------------------------------|--|
| Event Type: Read-Only access allowed |                         |                 |                         |                                                     |  |
| Date / Time                          | User Name               | Device Category | Application             | Path                                                |  |
| 9/14/2009 3:04:35PM                  | \\TESTMOB\Administrator | CD / DVD        | C:\WINDOWS\Explorer.EXE | E:                                                  |  |
| 9/14/2009 3:05:02PM                  | \\TESTMOB\Administrator | CD / DVD        | C:\WINDOWS\Explorer.EXE | E:                                                  |  |
| 9/14/2009 3:05:09PM                  | \\TESTMOB\Administrator | CD / DVD        | C:\WINDOWS\Explorer.EXE | E:                                                  |  |
| 9/14/2009 3:05:44PM                  | \\TESTMOB\Administrator | CD / DVD        | C:\WINDOWS\Explorer.EXE | E:                                                  |  |
| 9/14/2009 3:05:48PM                  | \\TESTMOB\Administrator | Storage Devices | C:\WINDOWS\Explorer.EXE | F:\New Microsoft Office PowerPoint Presentation.ppt |  |
| 9/14/2009 3:06:50PM                  | \\TESTMOB\Administrator | Storage Devices | C:\WINDOWS\Explorer.EXE | F:\New Text Document.txt                            |  |

Screenshot 54 – Sample machine based technical report

|   |                                                  |
|---|--------------------------------------------------|
| 1 | Computer name                                    |
| 2 | List of dates/times when agent was started       |
| 3 | List of dates/times when device was connected    |
| 4 | List of dates/times when device was disconnected |
| 5 | List of read-only access allowed events.         |

#### 8.4.4 Device based technical report

The device based technical report shows:

- List of events originating from devices monitored by GFI EndPointSecurity.
- Events sorted in chronological order and grouped by device description

1

Device Category: CD / DVD

2

Device Description: 0

3

| Date / Time         | User Name              | Computer Name | Application             | Path | Event Type               |
|---------------------|------------------------|---------------|-------------------------|------|--------------------------|
| 9/14/2009 3:04:35PM | \TESTMOB\Administrator | TESTMOB       | C:\WINDOWS\Explorer.EXE | E:   | Read-Only access allowed |
| 9/14/2009 3:05:02PM | \TESTMOB\Administrator | TESTMOB       | C:\WINDOWS\Explorer.EXE | E:   | Read-Only access allowed |
| 9/14/2009 3:05:09PM | \TESTMOB\Administrator | TESTMOB       | C:\WINDOWS\Explorer.EXE | E:   | Read-Only access allowed |

Screenshot 55 - Sample report device based technical report

|   |                                         |
|---|-----------------------------------------|
| 1 | The category to which a device belongs. |
| 2 | Device description.                     |
| 3 | List of events in chronological order.  |

#### 8.4.5 Detailed device activity listing

Detailed device activity listing report shows:

- All the technical details available for every activity reported by GFI EndPointSecurity Agents.

|   |                 |                            |                     |                  |   |
|---|-----------------|----------------------------|---------------------|------------------|---|
| 1 | Event ID:       | 530                        | Device name:        | ASUS DVD-E818A2T | 3 |
|   | Date/Time:      | 9/3/2009 12:22:38PM        | Device description: | 0                |   |
|   | Event type:     | Read-Only allowed          | Category:           | CD / DVD         |   |
| 2 | Username:       | \\V2003ENTII\Administrator | Connection port:    | Internal         | 4 |
|   | Machine:        | V2003ENTII                 | Vendor name:        | ASUS             |   |
| 4 | Access request: | Read Permissions           |                     |                  |   |
|   | Process ID:     | 2,848                      |                     |                  |   |
|   | Process name:   | C:\WINDOWS\Explorer.EXE    |                     |                  |   |
| 4 | Accessed path:  | D:                         |                     |                  |   |
|   | Real file type: |                            |                     |                  |   |

Screenshot 56 – Sample report detailed device activity listing report

|   |                                       |
|---|---------------------------------------|
| 1 | Event details.                        |
| 2 | Logged on user name and machine name. |
| 3 | Device details.                       |
| 4 | Access details.                       |

## 8.5 Security reports

### 8.5.1 Users who accessed devices on more than one machine

This report shows a list of users accessing devices on different machines.

|   |                       |            |   |
|---|-----------------------|------------|---|
| 1 | \\ESECDDOM\CristiB    | Computers: | 3 |
|   | CB                    |            |   |
|   | CB6                   |            |   |
| 2 | \\ESECDDOM\FullAccess | Computers: | 3 |
|   | CB6                   |            |   |
|   | CB10                  |            |   |
| 2 | \\ESECDDOM\NoAccess   | Computers: | 3 |
|   | CB2                   |            |   |
|   | CB6                   |            |   |
| 2 | \\NT AUTHORITY\SYSTEM | Computers: | 4 |
|   | CB10                  |            |   |
|   | CB2                   |            |   |
| 2 | \\NT AUTHORITY\SYSTEM | Computers: | 4 |
|   | CB6                   |            |   |
|   | CB                    |            |   |

Screenshot 57 – Sample report, users who accessed devices on multiple computers

|   |                                     |
|---|-------------------------------------|
| 1 | User accessing devices              |
| 2 | Computer used to access the devices |

### 8.5.2 Machines which had more than one user accessing devices

This report displays the machines which had more than one user accessing devices.

|   |                                                                                                          |               |          |
|---|----------------------------------------------------------------------------------------------------------|---------------|----------|
| 1 | <b>CB</b>                                                                                                | <b>Users:</b> | <b>2</b> |
|   | WESECDOM\CristB<br>WNT AUTHORITY\SYSTEM                                                                  |               |          |
| 2 | <b>CB10</b>                                                                                              | <b>Users:</b> | <b>3</b> |
|   | WESECDOM\FullAccess<br>WNT AUTHORITY\SYSTEM<br>WESECDOM\NoAccess                                         |               |          |
|   | <b>CB2</b>                                                                                               | <b>Users:</b> | <b>5</b> |
|   | WESECDOM\FullAccess<br>WESECDOM\NoAccess<br>WESECDOM\CristB<br>WESECDOM\ReadOnly<br>WNT AUTHORITY\SYSTEM |               |          |
|   | <b>CB6</b>                                                                                               | <b>Users:</b> | <b>4</b> |
|   | WESECDOM\FullAccess<br>WESECDOM\CristB<br>WESECDOM\NoAccess<br>WNT AUTHORITY\SYSTEM                      |               |          |

Screenshot 58 – Sample report, devices accessed by multiple users on a machine

|   |                                                      |
|---|------------------------------------------------------|
| 1 | Computer name where the activity was detected.       |
| 2 | Users that accessed devices on a particular machine. |

### 8.5.3 Connected devices outside working hours

This report shows devices connected outside normal working hours.

| 1 | Date/Time           | User Name           | Computer Name | Connectivity Port | Device Description |
|---|---------------------|---------------------|---------------|-------------------|--------------------|
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |

Screenshot 59 – Sample report, connected devices outside working hours

|   |                                        |
|---|----------------------------------------|
| 1 | Events occurred outside working hours. |
|---|----------------------------------------|

### 8.5.4 Connected devices during weekends

This report shows devices connected during the weekends.

| 1 | Date/Time           | User Name           | Computer Name | Connectivity Port | Device Description |
|---|---------------------|---------------------|---------------|-------------------|--------------------|
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 10:33:02AM | WESECDOM\FullAccess | CB10          | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |
|   | 1/9/2009 2:20:14PM  | WESECDOM\FullAccess | CB2           | USB               | USB Device         |

Screenshot 60 – Sample report, connected devices during weekends

|   |                                  |
|---|----------------------------------|
| 1 | Events occurred during weekends. |
|---|----------------------------------|

# 9 Troubleshooting

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## 9.1 Introduction

The troubleshooting chapter explains how you should go about resolving any software issues that you might encounter. The main sources of information available to users are:

- The manual – most issues can be solved by reading this manual.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

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## 9.2 Knowledge Base

GFI maintains a Knowledge Base, which includes answers to the most common problems. If you have a problem, please consult the Knowledge Base first. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. To access the Knowledge Base, visit <http://kbase.gfi.com/>.

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## 9.3 Web Forum

User to user technical support is available via the web forum. The forum can be found at: <http://forums.gfi.com/>.

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## 9.4 Request technical support

If you have referred to this manual and our Knowledge Base articles, and you still cannot solve issues with the software, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online:** Fill out the support request form on: <http://support.gfi.com/supportrequestform.asp>. Follow the instructions on this page closely to submit your support request.
- **Phone:** To obtain the correct technical support phone number for your region please visit: <http://www.gfi.com/company/contact.htm>.

**NOTE:** Before you contact our Technical Support team, please have your Customer ID available. Your Customer ID is the online account number that is assigned to you when you first register your license keys in our Customer Area at: <http://customers.gfi.com>.

We will answer your query within 24 hours or less, depending on your time zone.

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## 9.5 Build notifications

We strongly suggest that you subscribe to our build notifications list. This way, you will be immediately notified about new product builds. To subscribe to our build notifications, visit: <http://www.gfi.com/pages/productmailing.htm>.

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